



AUTOMOTIVE DISTRIBUTORS WAREHOUSE

Accessory Return Policy

NEW, DEFECTIVE & CONCEALED DAMAGE PARTS

ADW will accept return of a GM accessory so long as:

1. The item was purchased from ADW in the last 90 days
2. The item meets GM standards for packaging/quality (refer to PACKAGING STANDARDS).
3. The item has NOT been installed.

*If a part has been installed, dealership should warranty the accessory through the GM Warranty process

PACKAGING STANDARDS

ADW will follow GM package return standard that all packaging must be in good and resalable condition. Reasons for rejection include, but are not limited to:

1. Damaged boxes
2. Writing on boxes
3. Previous shipping stickers
4. Boxes damaged during opening
5. Boxes not packed properly (with all original packing)

NON-RETURNABLE PARTS

Items not returnable to ADW include:

1. Installed parts
2. Opened electronics
3. Special orders from another ADI
4. Special ordered discontinued parts (i.e. Hummer and Pontiac)
5. Parts purchased on a promotional invoice

PARTS WITH VISIBLE DAMAGE

If parts are delivered with VISIBLE damage (via ADW Driver, DLI or UPS/FedEx,) please call ADW Accessory ISO within 5 business days to order replacement and set up a return on the damaged item

FILING FOR A RETURN

ADW uses three methods of delivery. Returns will be made using the same method the customer uses when receiving parts.

1. ADW Delivery
 - Customer to complete ADW Return Form and leave out for an ADW driver to pick up on the next scheduled delivery.
2. DLI Delivery
 - Customer to complete ADW return form and fax in for approval. Once authorization has been given, ADW will forward paperwork to dealer and notify DLI for a return pickup. Dealer will leave parts and corresponding paperwork out for DLI driver to pick up.
3. UPS/FedEx Delivery
 - Customer to complete ADW return form and fax in for approval. Once authorization has been given, a call tag will be issued by UPS. Dealer will need to attach a copy of authorization to the part.

When faxing in for approval, please allow 2-3 business days for return authorization

RETURN CREDIT

Due to various ways parts come back to ADW, please allow 5-10 business days to receive credit. To check credit status, please visit the ADW1.com website or call ADW Accessory ISO.