



Company Policies

The staff here at Andy's Auto Sport is absolutely committed to delivering a happy and pleasant experience to each and every one of its customers. We consider it a privilege to have an opportunity to serve our customers, and we do not take lightly the responsibility of fulfilling orders in an accurate, timely fashion. Our mission is undoubtedly to serve customers to the best of our ability in selling automotive aftermarket parts.

In serving our mission, we always welcome feedback from our valued customers. Please feel free to contact us if you have any questions, concerns or comments – we would be happy to hear from you!

DISCLAIMER

Andy's Auto Sport is not liable for anything resulting from changes in its website or pricing discrepancies.

Andy's Auto Sport manufactures and distributes aftermarket parts that are tailored for specific vehicles. Nevertheless, parts in the automotive aftermarket are not necessarily of OEM quality for every car, and by purchasing parts from Andy's Auto Sport, the customer acknowledges this ubiquitous truth about automotive aftermarket parts.

IMPORTANT NOTICE

When receiving your order, be certain that you got exactly what you ordered. Remember that if you prep, prime, paint, drill into, install, or modify parts ordered in any way whatsoever, you will take over full liability for the parts without question. We recommend professional installation of automotive aftermarket parts by entities that have experience installing aftermarket products.

SHIPPING DAMAGE

Andy's Auto Sport packs all merchandise carefully to prevent damage during shipments. Nevertheless, damage may occasionally occur in transit. Any damage during shipment is the responsibility of the carrier, so long as the package is not signed for as being in good condition (in which case the consignee of the package is liable). It is therefore extremely important that the parts be thoroughly inspected upon receipt for shipping damage. If damage is observed, either note damages in detail on the paperwork when signing for it, or simply refuse it due to damage.



In the case of a shipment signed for as damaged or refused due to damage, Andy's Auto Sport will file a claim with the shipping company, but it is important to understand that this will not be possible without a damage inspection by the shipping company. Such inspection may need to be scheduled at a time other than the original time of delivery. Upon receipt of a damage inspection report from the shipping company, Andy's Auto Sport will file a claim and will credit the customer for the order, either with the same parts already ordered (to be shipped out immediately) or with store credit.

RETURNS AND REFUNDS

Special orders cannot be returned or refunded. Special orders are any orders not carried in stock by Andy's Auto Sport at the time of purchase. Orders that are carried in stock at the time of purchase may only be returned if the parts received reflect manufacturer's defects, as would be determined at the sole discretion of the owner(s) of Andy's Auto Sport or any so delegated by the owner(s). Andy's Auto Sport will only deem the product as reflecting a manufacturer's defect if irrefutable evidence of the defect is provided. Products damaged during shipment are not considered defective. Any exception to the aforementioned return policies will be determined at the sole discretion of the owner(s) of Andy's Auto Sport or any so delegated by the owner(s), in which case a minimum of a 35% re-stocking fee would be applicable.

Refunds will be given for any incorrectly-sent products, which are those products for which it is undeniably clear the customer's salesperson made a mistake in recording the customer's order information, or in which the customer was sent the wrong parts despite correct annotation on the customer's invoice.

Any orders shipped back to Andy's Auto Sport for refund without the authorization by the owner(s) of Andy's Auto Sport or any so delegated by the owner(s) will be refused.

Special Order items are non refundable, no exceptions.

QUESTIONS ABOUT ORDERS

If there are any questions or concerns about orders placed or anything else regarding our products, please feel free to contact us at any time. We can be reached by phone (1-800-419-1152) or by email (andyskits@sbcglobal.net) and would be happy to answer any questions you might have.

Thanks for giving us an opportunity to serve you!

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