

RETURNS AND REFUNDS POLICY

Thank you for shopping at GermanParts.ca

If you are not entirely satisfied with your purchase, we're here to help.

Our products can be returned within 30 days of the original purchase of the product. A new product may be exchanged for another product or returned for a refund.

Returns are subject to 20% re-stocking fee.

No returns on electrical items or special order items.

To be eligible for a return, please make sure that:

- The product was purchased in the last 30 days
- The product is in its original packaging
- The product isn't used or damaged
- You have the receipt or proof of purchase
- You obtained a Return Merchandise Number (RMN) from us

Products that do not meet these criteria will not be considered for return.

To obtain a Return Merchandise Number (RMN), contact us:

- By phone number: 1-855-213-9090
- By email: returns@germanparts.ca

Send the product with its original packing and the receipt or proof of purchase and the RMN number, along with a note indicating whether you want to exchange the product (and if so, what other product you want to order) or a refund, to:

1 High Meadow Place Unit #24 Toronto, Ontario, M9L 0A3 Canada

Shipping charges

Shipping charges incurred in connection with the return of a product are non-refundable.

You are responsible for paying the costs of shipping and for the risk of loss of or damage to the product during shipping, both to and from GermanParts.ca .

Damaged items

If you received a damaged product, please notify us immediately for assistance.

Sale items

Sale items can be refunded.

Contact us

If you have any questions about our Returns and Refunds Policy, please contact us:

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