



**In Demand Auto Recycling**  
2925B Bowers Place, Kamloops BC V1S 1W5  
InDemandAutoRecycling.com

Phone: 250-682-5559  
Fax: 250-377-8325  
InDemandKamloops@gmail.com

## General Terms of Sale

- Unless otherwise specified, the term of warranty is 30 days.
- A deposit may be required to place on special orders, including parts acquired from other vendors or to begin work on in-stock items. Deposits are non-refundable.
- Any parts sold for off-road use or any form of racing are sold "as-is" with no warranties expressed or implied.
- In Demand Auto Recycling (hereafter, "In Demand") warrants parts and assemblies to be free of defects (less normal wear and tear incurred prior to and after the sale) for a period of 30 days. In Demand is obligated to honor this warranty a single time only during the period unless an additional warranty is purchased.
- Improper installation will void all warranties and release In Demand from any refund obligations. Installations must be performed by a licensed and qualified repair shop to qualify for any warranties, and proof of service (e.g. invoice) must be available upon request.
- If the customer alters or disassembles the part in any form or fashion he or she voids any and all warranties and surrenders any/all refund/return rights. The part must be marked with our ink or otherwise verified to be the original part; no refunds or exchanges will be permitted if our mark has been removed.
- Due to the nature of our business and due to the rare aspect of some as our parts, some parts may be sold as-is. For example, one-off JDM parts may be sold as-is, as replacements cannot be obtained easily.
- We reserve the right to inspect the original "failed" part or have it inspected by a professional to determine the cause of its failure.

## Return Policy

- If you need to return an unneeded part it must be accompanied by the invoice and be made within 30 days. 75% of the purchase price will be refunded. 25% covers our overhead and labour costs involved; in pulling the part and restocking it. The amount may be adjusted at the seller's discretion. If store credit is accepted by the purchaser the 25% restocking fee may or may not be charged; this is at In Demand's discretion.
- Replacement before refund: If In Demand can obtain a replacement part within 15 days of the presentation of a claim, the customer will receive a replacement part.
- No cash refunds will be presented. Part replacement or credit on account will be issues.
- Electrical along with engine and chassis computers and cut to order parts may not be returned.
- Customers who purchase a replacement part from another supplier or company before In Demand has the opportunity to fulfill the obligation stated here forfeit their rights to make a claim against In Demand's warranty and replacement/refund policy.

## Engines

We guarantee our engines and transmission against rod knock, excessive smoke, cracked block and excessive oil consumption. Accessories such as water pump, throttle body, fuel rails, valve covers, manifolds are not covered or guaranteed and are left on for the customer's convenience. New seals, fluids, belts, pumps, and filters are required where applicable. Seals such as front seals, axle shaft seals, cooler line seals, oil pan seal, should be changed and are not covered under any warranty. Professional installation and documentation is required.

Engine warranty covers the following:

- All parts of a typical engine long block assembly, including all internal lubricated parts (rings, pistons, pins, crankshaft and main bearings), the connecting rods, rod bearings, camshaft bearings, timing chain gears, rocker arms, valve springs, valve guides, valve seats, valve push rods, valve lifters, and oil pump
- Cylinder head(s), engine block and cylinder barrels if damaged solely as a result of mechanical failure of one or more of the internal lubricated components specified above.

Leaking cylinder head gaskets will be covered under this warranty at In Demand's discretion. We reserve the right to investigate the problem and determine if the problem is covered by this warranty.

Engine warranty does NOT cover:

- Oil and coolant leaks
- Accessory items, including, but not limited to: electrical components of all types (distributor, alternator, all sensors, spark plugs, ignition systems, and electrical or electronic control devices), fuel systems (including carburetors, fuel injection systems, fuel pump, injectors), water pump, thermostat, soft plugs, manifolds, oil pan, valve covers, pollution controls, gaskets, seals, filters, fluids, installation supplies, mounts or linkages, intake manifold, intake manifold gaskets.

Any of these items that need to be replaced are the responsibility of the purchaser. •

### **WARRANTY IS VOID IF HEAT TABS ARE MELTED OR REMOVED.**

Additional engine warranty requirements:

1. All timing belts must be replaced. Timing chains and all other timing components must be inspected, adjusted and/or replaced as needed per manufacturers specifications. Documentation of this step is required.
2. The cooling system of the engine assembly must be thoroughly flushed and verified to be in good working order, including radiator and cooling fans. Due to common intake gasket failures, the installer must inspect these and replace at his discretion using manufacturers guidelines and specifications.
3. External oil coolers and lines must be inspected, flushed, and/or replaced as per manufacturers specifications.
4. Electronic Brain Boxes (ECU's, PCM's, etc.) must be reprogrammed or flashed by the dealership as needed. Often many issues can be solved with this step.
5. All Technical Service Bulletins published by the manufacturer of the vehicle/engine must be researched and followed. Documentation of this step is required.

## **Transmissions (Standard or Automatic) and Transfer Cases**

Transmission and transfer case warranties cover all internal lubricated parts contained within the transmission or transfer case and the main housing of the transmission or transfer case itself if damaged solely as a result of mechanical failure of one or more of the internal lubricated components contained within the transmission case.

Transmission and transfer case warranties do NOT cover:

- Hydraulic fluid leaks.
- Accessory items including but not limited to: modulators, governors, electrical controls, linkage or mounts, installation supplies or fluids.
- Any transmission or transfer case placed in a vehicle with oversized tires is sold "as is" with no warranty.

Additional transmission and transfer case warranty requirements:

1. The complete hydraulic system of the transmission or transfer case must be flushed (including the cooler/radiator and cooling lines) and new fluid installed.
2. A new filter and gasket set, front and rear seals, and o-rings must be installed.
3. All automatic transmissions must be installed by a qualified and certified installation shop or warranty will be void. Documentation of certification and installation is required for any warranty claims.
4. All automatic transmissions must have the torque converter installed per manufacturers specifications.

5. All automatic transmissions that are electronically operated/shifted must have their electronic control modules reprogrammed, reset, or flashed by the dealership to ensure proper operation. This must be noted on any installation documentation.
6. If In Demand supplies the electronic transmission control brain, the customer must use the supplied brain and have it flashed/reprogrammed.
7. All Technical Service Bulletins published by the manufacturer of the vehicle/transmission must be researched and followed. Documentation of this step is required.

## Rear Axle Assemblies, Carriers, Differentials

Axle assembly, carrier, and differential warranties cover all internal lubricated parts contained within the housing of the rear axle assembly, carrier assembly or differential and the main housing itself if damaged solely as a result of mechanical failure of one or more of the internal lubricated components contained within the housing.

Axle assembly, carrier, and differential warranties do NOT cover:

- Lubricating fluid leaks.
- Accessory items including but not limited to: backing plates, all brake system components, electronic/electrical controls, cables, U-joints, shift solenoids, linkage or mounts, installation supplies or fluids.

Additional axle assembly, carrier, and differential warranty requirements:

1. The lubricating fluid of the rear axle assembly, carrier assembly or differential must be flushed and new fluid installed.
2. New gasket set and required seals must be installed.

## Air Conditioning Compressors

Compress warranty covers:

- All internal lubricated parts contained within the housing of the a/c compressor and the main housing itself if damaged solely as a result of mechanical failure of one or more of the internal lubricated components contained within the housing.
- Compressor clutch.

Compressor warranty does NOT cover:

- Loss of refrigerant (R12 or R143a).
- Damage to any system located near the compressor.
- Installation supplies, mounts, belts, electrical/electronic components,

Additional compressor warranty requirements:

1. A/C compressors must be installed by a qualified and certified installation shop or warranty will be void. "Home" or "Shade Tree" installations are not permitted. Documentation of certification and installation is required for any warranty claims.
2. A/C system must be flushed and a new receiver, dryer, and screen must be installed or warranty will be void. This is to prevent any existing contamination from damaging the purchased compressor. Documentation of this step is required to validate warranty claim.

## Air Bags & Seat Belts

Supplemental Restraint Airbags and Seat Belts are guaranteed to be functional at the time of installation only. Installation by a certified facility is required. **After installation, customer—including the shop and the vehicle owner(s)—assumes all risk and liability associated with the ownership and use of this restraint system.** No warranty, expressed, written, or implied exists after the installation of these parts.

## Electronic Brain Boxes

All electronic brain boxes that control any function on the vehicle, including but not limited to engine, transmission, ABS systems, audio/visual entertainment, and others, are covered by a 6-month part replacement warranty. We will

replace the part before we issue any refund if the one sold is proven defective. All electronic brain boxes are required to be reprogrammed (also known as flashing or resetting) by the dealership. Proof of programming is required to validate any warranty or return claim.