



## FAQ

### **Finding Parts/Year, Make, Model and VIN**

#### **1. How do I find the part I need for my vehicle?**

For the most accurate results and to help ensure you get the correct part for your vehicle, enter your GM VIN (Vehicle Identification Number) on the parts homepage. You can also search by entering your vehicle's year, make and model. For more technical questions, please reach out to your local seller to ensure you are purchasing the correct part for your vehicle.

#### **2. What if I don't know my vehicle's year/make/model?**

Please check your state vehicle registration to find the year, make and model of your vehicle.

#### **3. How do I find my vehicle's VIN?**

You can find your VIN in one of the following ways:

- On most vehicles, you can look at your dashboard on the driver's side of the vehicle – where your dashboard meets your windshield. Your VIN is best viewed from outside the vehicle
- On most vehicles, open your driver's side door and find the VIN sticker on the doorframe
- Check your state vehicle registration. VINs are listed on registrations in most states
- If you receive a monthly diagnostics report email, your VIN may be found when you view it

### **Ordering/Adjusting Cart/Pricing**

#### **4. How do I remove an item from my cart?**

To remove an item from your cart, simply click on the "Remove" link on your order page.

#### **5. Can I place an order over the phone?**

Please contact your seller for ordering options.

#### **6. My order won't go through on your website. Can you help?**

Please call (844) 847-1118 for shopping support.

#### **7. What different methods are available for payment?**

Purchases will be processed by your seller of choice. Most sellers accept major credit cards, including Visa, Mastercard<sup>®†</sup>, Discover<sup>®</sup> and American Express<sup>®</sup>. All purchases must be completed online. For alternate purchase arrangements please contact the seller directly.

†Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated.

### **8. Why doesn't my part fit?**

Please contact your seller with any vehicle specific questions. If needed, your seller contact information can be found on your order confirmation email.

### **9. Why haven't I been contacted about my installation?**

Please contact your seller for questions regarding scheduling your installation.

### **10. Why did my price change when I changed sellers?**

When purchasing parts online, orders are fulfilled by our network of third-party sellers. Each seller is independently owned and operated and sets their own prices for the services and parts that they offer.

### **11. Why don't I see my seller listed?**

Each seller is independently owned and operated and must choose to participate in the Parts & Accessories Program for you to be able to purchase parts and accessories online from them.

### **12. Why do I have to select a seller when making my purchase?**

All online parts orders are fulfilled by a third-party seller, so when you are purchasing a part online, you need to pick a seller to complete the order. This may also impact the price of the part, as sellers are able to individually set the price of all parts orders.

## **Ordering Status, History and Issues**

### **13. What is the status of my order?**

For status updates on a pickup or installation order, please contact your seller directly and refer to the order number and seller contact information provided in your order confirmation email. To track your shipping order(s), please use the tracking number provided in your shipping confirmation email.

### **14. Tracking shows the part was delivered, but I never received it.**

In the event of a missing order, please contact the seller or shopping support at (844) 847-1118 for assistance in replacing your order. Please be ready to provide your order or tracking number as a reference.

## **Return Policy/Warranties/Counterfeit Parts**

## 15. How do I make a return?

All parts purchased online and shipped directly to you or picked up from a seller's location may be returned for a complete refund, including shipping, within 30 days of your receipt. To be eligible for a return, the part must be in original condition (i.e., new and unused) and returned with all parts/ components, instructions and original product packaging. To qualify for a refund, please return all eligible parts to the seller.

## 16. What do I do if I received a part I didn't order/wrong part/empty box/a damaged part? How do I get a replacement?

In the event an incorrect or damaged part was received, please contact your seller or shopping support at (844) 847-1118 to do one of the following:

- Coordinate an exchange with the seller for the correct part
- Refund shipping
- Refund the order

## 17. What do I do in the event of a product recall?

In the event of a product recall, please visit <https://my.gm.com/recalls> for complete details.

## 18. What is the warranty for this part?

Most parts include information under the warranty tab on their product detail page. Please visit <https://www.acdelco.com/parts/warranties> for more information about limited warranties for parts and [https://ecom-dam.ext.gm.com/marketing/parts/gmparts/na/usa/en\\_us/documents/GMGenuineACDelco\\_Parts\\_Terms\\_Of\\_Sale.pdf](https://ecom-dam.ext.gm.com/marketing/parts/gmparts/na/usa/en_us/documents/GMGenuineACDelco_Parts_Terms_Of_Sale.pdf) for more information about limited warranties for accessories.

## 19. How do I get a replacement part for one that failed during the warranty period?

Warranties for parts and accessories are honored by the seller. View all warranty information on the bottom of the product detail page or <https://www.acdelco.com/parts/warranties> for parts, [https://ecom-dam.ext.gm.com/marketing/parts/gmparts/na/usa/en\\_us/documents/GMGenuineACDelco\\_Parts\\_Terms\\_Of\\_Sale.pdf](https://ecom-dam.ext.gm.com/marketing/parts/gmparts/na/usa/en_us/documents/GMGenuineACDelco_Parts_Terms_Of_Sale.pdf) for accessories.

## 20. What do I do if I suspect I have a counterfeit part?

If you suspect a part you have purchased is a fake, or if you have information regarding counterfeit activities, please visit <https://www.acdelco.com/counterfeit-auto-parts> for information about how to contact the GM Global Brand Protection Team.

## **My Account**

### 21. Do I need to create an account to place an order?

When placing an order, you have the option of signing in with your My Account or GM email and password or using the guest checkout. Signing in or creating a My Account log in allows you to store your payment method and enroll or link to your My GM Rewards.

## **22. How do I reset my password?**

If you've forgotten your password, please use the **Forgot Password** link on the My Account sign-in page and enter the email address associated with your account. We'll email you a link to reset your password. Make sure to click the **Reset password** button in the email within 30 minutes to create your new password.

## **My GM Rewards**

### **23. What is the difference between a coupon and the My GM Rewards loyalty program?**

A coupon is a limited time offer by either the manufacturer or the seller for a set value. The My GM Rewards program gives members the opportunity to earn and redeem points in a variety of ways. From purchasing eligible parts or accessories online to purchasing or leasing an eligible, new GM vehicle or paying for service at a participating dealer. For the most up-to-date and important information about earning and redeem options, please refer to <https://www.mygmrewards.com/>

### **24. How many My GM Rewards points do I have?**

Simply sign in to your My GM Rewards account to check your points balance. If logged in during your parts or accessories shopping experience, your current points balance will appear in the upper right corner.

### **25. How do I redeem points from My GM Rewards<sup>†</sup> to my purchase?**

During the checkout process, you can select the number of points (in conjunction with the My GM Rewards Terms & Conditions) you'd like to apply toward your eligible purchase. Or members can select to use any open accessory vouchers and apply those amounts to their purchase.

<sup>†</sup>Must be 18 years or older. Points may be earned and redeemed only at GM entities, My Cadillac Rewards participating dealers or third-party retailers in the United States (excluding Puerto Rico, the U.S. Virgin Islands or Guam). Points are not earned on taxes, fees or body shop repair orders and expire without further notice upon Member Account deactivation. Visit <https://www.cadillacrewards.com/> to view My GM Rewards Terms & Conditions.

My Cadillac Rewards is separate from My GM Rewards Cards. Credit approval required. Cardmembers may earn and redeem points at participating GM dealers. Cardmember points are earned on eligible purchases and do not expire. Points are accrued once per transaction and are not earned on taxes, discounts, rebates, incentives, cash advances, balance transfers, ATM withdrawals, finance charges or fees. Some restrictions apply.

### **26. I returned my product – how do I get my points refunded?**

Your My GM Rewards points will be returned to your account once the product return has been

confirmed by the seller. Should you need assistance obtaining the point refund, please contact shopping support at (844) 847-1118.

## **27. What do I do if My Rewards point balance seems incorrect?**

If you have a point balance question during your shopping experience, please call the My GM Rewards Member Support center at (844) 764-2665 for assistance, Monday – Saturday, 9am – 8pm (EST).

## **Shipping Policies**

### **28. Do you ship to PO boxes?**

We presently do not ship to PO boxes.

### **29. Do you ship to armed forces personnel at APO and FPO addresses?**

All APO and FPO addresses located in the United States are eligible for shipping.

### **30. Can you ship outside the U.S.?**

At the present time, shipping is only available in the United States.

## **Core Charge**

### **31. What is a “core charge”?**

Certain automotive parts can be recycled and remanufactured for future use. These parts have a “core charge” that is used essentially as a deposit on the portion of the part that can be reused. The reason for this charge is to encourage the return of your old part. When the recyclable component from your old part is returned, the charge is refunded to you.

There are two ways to receive your core charge refund:

- If you had the product shipped to your home, visit <https://acdelcocorerefund.com/> and follow the instructions to complete your return and refund request
- If you picked up the part or had it installed, the core must be returned to the seller’s location where it was purchased

For full details on the core refund process, visit [https://ecom-dam.ext.gm.com/products/documents/GMGenuine\\_ACDelco\\_Core\\_Return\\_FAQ.pdf](https://ecom-dam.ext.gm.com/products/documents/GMGenuine_ACDelco_Core_Return_FAQ.pdf). Please make sure to drain all liquids and place the part in a plastic bag to avoid leakage during the return process. The core must be complete and returned in its original GM Genuine Parts or ACDelco box and received within six months of the purchase date of your new or remanufactured unit.