



## 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). You can also search by entering your vehicle's Year, Make and Model. For more technical questions regarding which part is right for your vehicle, please reach out to your local GM Dealer 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 on 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 dealer for ordering options.

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

Please call 1-844-847-1118 for shopping support.

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

Purchases will be processed by your dealer of choice. Most dealers 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 dealer 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 dealer with any vehicle specific questions. If needed, your dealer contact information can be found on your order acknowledgement email.

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

Please contact your dealer for questions regarding scheduling your installation.

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

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

For status updates regarding pickup, shipping and installation; please refer to the tracking number that was provided via email when your order was shipped.

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

In the event of a missing order, please contact the dealer or shopping support at 1-844-847-1118 for assistance in replacing your order. Please be ready to provide your order or tracking number as a reference.

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

### **12. How do I make a return?**

All parts purchased online and shipped directly to you or picked up at a participating dealership may be returned for a complete refund, including shipping, within 30 days of customer 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 the original product packaging. To qualify for a refund, please return all eligible parts to the selling dealership.

### **13. 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 dealer or shopping support at 844-847-1118 to do one of the following:

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

#### **14. 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.

#### **15. What is the warranty for this part?**

Please visit <https://www.acdelco.com/parts/warranties> for more information about warranties for parts and [https://ecom-dam.ext.gm.com/parts/documents/Chevrolet\\_Accessories\\_Important\\_Information.pdf](https://ecom-dam.ext.gm.com/parts/documents/Chevrolet_Accessories_Important_Information.pdf) for more information about warranties for accessories.

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

Warranties for parts are honored at the retailer/location/online retailer from which you purchased the part. View all warranty information for parts at <https://www.acdelco.com/parts/warranties>. Warranties for parts are honored at the dealership where the accessories were purchased. View all warranty information for accessories at [https://ecom-dam.ext.gm.com/parts/documents/Chevrolet\\_Accessories\\_Important\\_Information.pdf](https://ecom-dam.ext.gm.com/parts/documents/Chevrolet_Accessories_Important_Information.pdf).

#### **17. 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**

#### **18. Do I need to create a profile to place an order?**

When placing an order, you have the option of signing in with your returning customer credentials or using the guest checkout. Creating an account allows you to view your order history, store your payment method and enroll in My Chevrolet Rewards.

#### **19. How do I set-up/make changes to my profile?**

You can change your mailing address, phone number, email, password and PIN on your profile page.

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

If you've forgotten your password, please visit the Forgot password Page and enter the email address associated with your account. We'll email you a link to reset your password on Owner Center. Make sure to click the Reset password button in the email within 30 minutes to create your new password.

### **Rewards Points/Loyalty**

#### **21. What is the difference between a coupon and rewards/loyalty program?**

A coupon is a limited-time offer by either the manufacturer or the dealer 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 parts or accessories online to leasing an eligible, new GM vehicle or paying for service at a participating dealer. For the most up-to-date information about earning and redeem options, please refer to <https://www.mygmrewards.com/>.

## **22. How do I apply My GM Rewards<sup>†</sup> points to my purchase? / How many reward points do I have?**

Simply log onto your profile to check your rewards points balance. During the checkout process, you can select the amount of points (in conjunction with Rewards program rules) you'd like to apply toward your purchase.

<sup>†</sup>Must be 18 years or older. Points may be earned and redeemed only at participating GM entities, 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 5 years from when points are earned. Some restrictions apply. Visit [mygmrewards.com](https://www.mygmrewards.com) to view program Terms & Conditions.

## **23. I returned my product, how do I get my points refunded?**

Upon return of the product, your My GM Rewards points will be returned to your account once the product return has been confirmed by the dealer. Should you need assistance obtaining the point refund, please contact My Rewards member support by calling 844-764-2665 or visiting <https://www.mygmrewards.com/howitworks>.

## **24. Why don't the points balance in my GM Rewards account match the online shopping record?**

If there is a point balance discrepancy during your shopping experience, please contact the eCommerce Store support center at: <https://www.mygmrewards.com/howitworks>.

## **Shipping Policies**

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

We presently do not ship to PO boxes.

### **26. 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.

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

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

## **Core Charge**

### **28. 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 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 at a dealership, the core must be returned to the dealership where it was purchased.

You'll receive the full core rebate as long as the core is complete and returned in its original ACDelco box. Please make sure to drain all liquids and place the part in a plastic bag to avoid leakage during the return process. The core return must be received within six months of the purchase date of your new or remanufactured unit.