



# INVOICE

Invoice No : 50STARS50STARS0006  
Invoice Date : July 09, 2024

Bill To	Ship To
DIPSIKHA PRADHAN SYdney1 dipshikapradhan2201@gmail.com 09733380485	DIPSIKHA PRADHAN SYdney1 dipshikapradhan2201@gmail.com 09733380485

Part Description	Amount
Year: 2022 Make: Toyota Model: 4Runner Part required: ABS Desc: Toyota-ABS VIN: 78945632 Warranty: 30	\$300

<b>Other Remarks:</b> <ul style="list-style-type: none"><li>Part delivery takes 5 to 7 business days.</li><li>If the order is over \$1000.00, the customer must provide a copy of their credit card as well as proof of their valid ID.</li><li>The order will be fulfilled only if the customer signs the invoice that will be sent to your email and a copy is received by the Account's Team.</li></ul>	Tax	Included
	Sub Total	\$300
	Grand Total	\$300

## TERMS & CONDITIONS:

NOTE: YOU AGREED TO BUY A "USED OEM PART." ALL PURCHASED AUTO PARTS ARE SUBJECT TO DISMANTLER ACCEPTANCE AND A 25% HANDLING CHARGE IF ACCEPTED BY SELLER. RETURNS ARE ONLY ACCEPTED AT THE SELLERS' OPTIONS WITH A 30-DAY WARRANTY. IF THE PARTS ARE NOT RETURNED TO US IN THE SAME CONDITION IN WHICH THEY WERE SOLD, THE WARRANTY IS VOID.

ALL RETURNS ARE SUBJECT TO A 25% RESTOCKING FEE AND ARE AT THE SELLER'S SOLE DISCRETION. RETURNING THE PART IS THE CUSTOMER'S RESPONSIBILITY AT THEIR EXPENSE. THE COSTS OF RETURN SHIPPING WILL NOT BE REIMBURSED. THE LAWS OF THE STATE OF TEXAS GOVERN THIS SALE AGREEMENT, AND YOU HEREBY CONSENT TO THE EXCLUSIVE JURISDICTION AND VENUE OF THE COURTS OF TEXAS FOR ALL DISPUTES. SALE CONDITIONS READING AND SIGNING.

"Please read all of our terms and conditions in this file before signing in order to avoid any confusion or disruption"

DATE

SIGNATURE



## 50 Stars Auto Parts – Privacy Policy

Welcome to 50 Stars Auto Parts! This Privacy Policy is designed to help you understand how we collect, use, disclose, and safeguard your personal information. By using our website, services, or products, you agree to the terms outlined in this policy.

### Information We Collect

#### 1. Personal Information

We may collect personally identifiable information, including but not limited to:

- Name
- Contact Information (address, email, phone number)
- Billing Information
- Payment details
- Vehicle information
- Usernames and passwords

#### 2. Non-Personal Information

We may also collect non-personal information such as:

- Browser type
- IP address
- Demographic information
- Pages visited
- Clickstream data

### How We Collect Information

We collect information through various methods, including:

- **Direct Interaction:** When you provide information by filling out forms on our website, making a purchase, or contacting us.
- **Automated Collection:** Through cookies, web beacons, and similar technologies that collect information about your browsing behavior.

### Use of Information

We use the collected information for the following purposes:

- **Providing Services:** To fulfill your orders, process transactions, and deliver products.
- **Communication:** To respond to your inquiries, send order updates, and provide customer support.
- **Improving User Experience:** To enhance our website, services, and products based on user preferences and feedback.
- **Marketing:** To send promotional materials, newsletters, and offers (you can opt-out at any time).

### Information Sharing

We may share your information with third parties in the following situations:

- **Service Providers:** We may share information with trusted service providers who assist us in operating our website, conducting business, or servicing you.
- **Legal Compliance:** We may disclose information to comply with legal obligations, enforce our policies, or respond to legal requests.
- **Consent:** With your explicit consent, we may share information with third parties for specific purposes.

### Data Security

We implement reasonable security measures to protect your information from unauthorized access, disclosure, alteration, and destruction. However, no method of transmission over the internet or electronic storage is entirely secure, and we cannot guarantee absolute security.

### Cookies and Similar Technologies

We use cookies and similar technologies to enhance your browsing experience, analyze trends, and gather demographic information. You can control cookie preferences through your browser settings.

### Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of these sites and encourage you to review their privacy policies.

### Your Choices

You have the following choices regarding your information:

- **Opt-Out:** You can opt-out of receiving promotional communications.
- **Access and Update:** You can access and update your personal information by contacting us.

### Children's Privacy

Our website is not intended for children under 13 years of age. We do not knowingly collect or process information from children.

### Changes to This Privacy Policy

We may update this Privacy Policy periodically. The latest version will be posted on our website with the effective date.

### Contact Us

Customers are encouraged to contact 50 Stars Auto Parts with any questions at the provided **phone number (888) 653-2808** or **Mail us to service@50starsautoparts.com**





## 50 Stars Auto Parts – Refund and Return Policy

### Return Policy and Exclusions

#### Claims Outside Warranty Period:

- Claims made outside of the warranty period are explicitly mentioned as not being covered. This underscores the importance of adhering to the specified warranty duration.

#### Suspension of Vehicle Use During Claim Determination:

- Once a claim is initiated, the purchaser is instructed not to use the vehicle until 50 Stars Auto Parts makes a claim determination or conclusion. Continued operation is stated to terminate the warranty during this process.

#### Qualifications for Mechanic Installation:

- The warranty will not be valid if any part sold by 50 Stars Auto Parts is improperly installed by a non-Automotive Service Excellence (ASE) Certified mechanic or non-Licensed Automotive Repair Facility (LARF).

#### Exclusions for Modified or Disassembled Parts:

- Parts that have been modified or disassembled for testing are declared non-returnable. Returning parts that are not the original part shipped, except for items damaged during shipment and verified by a 50 Stars Auto Parts representative, will not result in a refund.

#### Unique Part Identification:

- Parts are identified uniquely by markings, and returning parts not in the original condition shipped (except for damaged items during shipment and verified by a representative) will not be reimbursed.

#### Submission of Problems in Writing:

- All problems must be submitted in writing via mail, email, or fax to verify an issue with a specific part or installation.

#### Procedure for Damaged, Defective, or Incorrect Parts:

- Customers are instructed to contact the customer care department before returning damaged, defective, or incorrect parts. An RMA (Return Merchandise Authorization) must be obtained before returning the part, and the return must include a tracking number. The return must be made within 7 business days after receiving the RMA.

#### Return Address and Refunds:

- The return address will be provided after contact is made. Parts must be returned to the specified location address, and items returned to 50 Stars Auto Parts will be forwarded to the correct address specified in the RMA instructions at the customer's expense. Refunds or replacement parts are provided after the returned item is inspected and approved.

#### Contact Information:

Customers are encouraged to contact 50 Stars Auto Parts with any questions at the provided **phone (888) 653-2808 or Mail us to [service@50starsautoparts.com](mailto:service@50starsautoparts.com)**

This comprehensive policy aims to clarify the conditions and procedures associated with returns and warranty claims, emphasizing the importance of adherence to specified timelines, proper installation, and communication of issues through written submissions. Customers are urged to contact customer care for assistance and guidance in case of damaged, defective, or incorrect parts.



## 50 Stars Auto Parts – Warranty Terms

### Warranty period

Standard 30-Day 'Parts Replacement Only' Warranty:

- The standard warranty offered by 50 Stars Auto Parts is a 30-day warranty, and it covers parts replacement only. This means that within the first 30 days after purchase, if a part is found to be defective, the company will replace it.

Optional 90-Day Warranty:

- There is an optional 90-day warranty available for purchase separately. If a customer chooses this option, it extends the standard warranty period by an additional 60 days, resulting in a total coverage period of 90 days.

Extension of Standard Warranty Period:

- The 90-day warranty option extends the standard warranty, providing an additional 60 days of coverage beyond the initial 30-day period.

Consistency in Terms and Conditions:

- The terms and conditions for both the 30-day and 90-day warranties are stated to be the same. This means that the coverage, limitations, and any other conditions are consistent between the two warranty options.

Non-Legally Binding Terms Outside Warranty Period:

- It's explicitly mentioned that warranty terms and conditions are not legally binding outside of the warranty period. This indicates that any obligations or commitments outlined in the warranty do not hold legal weight beyond the specified coverage period.

This warranty policy provides customers with the flexibility to choose between a standard 30-day warranty or an extended 90-day warranty for an additional cost. It's essential for customers to carefully review the terms and conditions of the warranty before making a purchase decision. Additionally, understanding that the warranty terms are not legally binding outside of the coverage period is important for both the company and the customers involved. If there are any questions or concerns, it's advisable to seek clarification from 50 Stars Auto Parts.

### Warranty Activation

The warranty period will begin automatically based on a specific trigger event. In this case, the triggering event is the delivery date of the unit.

Delivery Date Recorded by Shipping Carrier's Documentation:

- The delivery date is determined and recorded by the shipping carrier's documentation. This documentation serves as evidence to verify the purchaser's acceptance of the delivery.

Verification of Delivery Acceptance:

- The warranty activation is contingent upon the purchaser's acceptance of the delivery. This implies that the warranty period begins once the purchaser acknowledges receipt of the unit.

Automatic Activation:

- The statement emphasizes that the warranty period starts automatically on the delivery date. There may not be a separate action required from the purchaser to initiate the warranty; it is activated by the occurrence of the specified event.

In summary, the warranty for the unit becomes active automatically based on the recorded delivery date as documented by the shipping carrier. This approach ensures a clear and objective starting point for the warranty period, linking it to the moment the unit is officially delivered and accepted by the purchaser. Customers should be aware of this activation mechanism and keep records of the delivery documentation for warranty-related purposes. If there are any questions or concerns about warranty activation, it's advisable to refer to the specific terms and conditions provided by the warranty documentation or to seek clarification from the seller or manufacturer.



## 50 Stars Auto Parts – Warranty Terms

### Warranty Policy

#### Exclusion of Labor Costs and Storage Charges:

- The warranty explicitly states that labor costs and storage charges are not covered. This is a common practice in many warranties, where coverage is limited to the replacement or repair of the defective part itself.

#### Non-Transferable Warranty:

- The warranty is specified as non-transferable, meaning it applies only to the original purchaser. This restriction is important for potential buyers to be aware of when considering the purchase of a used auto part covered by this warranty.

#### Responsibility for Defective Parts:

- In the event of a defective part delivery, 50 Stars Auto Parts takes responsibility for fixing or replacing the part/components covered by the warranty. This reflects a commitment to addressing issues with the delivered parts.

#### Refund for Unavailable Replacement Parts:

- If a part needs replacement, and a suitable replacement is not available, the company reserves the right to refund the customer the cost of the replacement part, with the stipulation that the refund cannot exceed the original purchase price.

#### Replacement with Another Used Unit:

- At the discretion of the company, 50 Stars Auto Parts may choose to replace the original defective part with another used working unit of the same type, with mileage equal to or more than the original unit. This provides flexibility in the resolution process.

#### Replacement Considered a Repair:

- The replacement of any part, transmission, or engine covered by the warranty is considered a repair and does not affect the length or terms of the original guarantee. This clarification is important in understanding the impact of replacements on the overall warranty coverage.

#### Submission of Warranty Claims:

- All warranty claims must be submitted during the specified warranty period, and the submission should include an original invoice copy. This requirement emphasizes the importance of timely reporting of any issues covered by the warranty.

This detailed explanation of warranty terms helps clarify the company's responsibilities, limitations, and the process for handling defective parts. Customers are encouraged to thoroughly understand these terms and conditions to ensure a smooth and transparent experience when dealing with warranty claims.

### ABS (Anti Braking System):

#### Guaranteed Inspection and Working Condition:

- The warranty assures that the ABS will be inspected and confirmed to be in good working condition at the time of sale.

#### Reprogramming by Authorized Dealer:

- The statement acknowledges that the ABS may require reprogramming, and this task should be carried out by an authorized dealer. This implies that certain ABS-related issues might be resolved through reprogramming.

#### Coverage Limited to the Part, Not Reprogramming:

- The warranty explicitly states that coverage is provided for the ABS part itself but does not extend to cover the costs associated with reprogramming the ABS module. This means that if reprogramming is required, the purchaser may be responsible for associated expenses.

#### Reflash or Reprogramming of ABS Module:

- The specific mention of "reflash" or "reprogramme" indicates that the ABS module may need software updates or modifications to ensure proper functioning.





## 50 Stars Auto Parts – Warranty Terms

### Warranty Policy

#### Engine:

##### Complete Assemblies and Long Block Guarantee:

- Engines are described as complete assemblies, including various components such as manifolds, oil pans, timing belts and covers, fuel injection, and carburetors. However, the warranty explicitly guarantees only the long block portion of the engine.

##### Exclusions from Warranty Coverage:

- Several components and accessories are listed as not covered by the warranty. These include manifolds, gaskets, seals, hoses, oil pans, timing belts and covers, fuel injection, carburetors, turbos, starters, air compressors, alternators, power steering pumps, optical distributors, and electrical water pumps.

##### Guaranteed Issues:

- The warranty specifically covers issues related to knocking and excessive smoke in the engine. This indicates the focus on major mechanical problems that might affect the core functionality of the engine.

##### Covered Engine Components:

- The warranty lists specific engine components that are covered, including the block, heads, pistons, crankshafts, camshafts, rockers, and oil pumps.

##### Exclusion of Additional Components:

- While engines may include extra components, these are not always guaranteed with each shipment and are not covered by the warranty. Bolt-on accessories, electrical control modules, wiring, sensors, and other additional items delivered unintentionally are also excluded from warranty coverage.

##### Voiding Warranty with Heat Tab Damage:

- The warranty is stated to be voided if the engine's heat tab has been scorched or damaged. Heat tabs are often used as indicators of engine overheating or potential issues.

These warranty terms provide customers with a clear understanding of what is covered and what is not when it comes to engines. It is crucial for customers to carefully review and comprehend these terms before making a purchase, as it delineates the specific components and issues covered under the warranty and the conditions that may void the warranty. If there are any uncertainties, customers are encouraged to seek clarification from the company.

#### Transmission:

##### Coverage for Transmissions:

- Transmissions are warranted to be in good working condition and are expected to shift properly. The warranty also covers the condition of gears and bearings, ensuring that the transmission is free from slippage or shifting failures.

##### Exclusions from Warranty Coverage:

- Accessories such as modulators, governors, electronic control modules, linkage, mounts, seals, gaskets, and fluids are explicitly mentioned as not covered by the warranty. This highlights the focus on the core functionality of the transmission itself.

##### Pre-Assembly Cleaning and Maintenance:

- Prior to assembly, thorough cleaning of all transmission parts, including the oil pan, is recommended. Additionally, the text advises the replacement of oil and filter in all automatic transmissions. All seals and gaskets must be changed before installation.

##### Cooler and Lines Maintenance:

- The instructions include the recommendation to flush and flow test the cooler and lines. Proper maintenance of these components is considered essential for the optimal functioning of the transmission.



## 50 Stars Auto Parts – Warranty Terms

### Warranty Policy

#### Torque Converter Engagement:

- For automatic transmissions, it is emphasized to fully engage the torque converter on the front pump. This step is crucial for ensuring the proper operation of the transmission.

#### Manual Transmission Requirements:

- In the case of manual transmissions, specific requirements are outlined. This includes the replacement of the clutch, pressure plate, and slave cylinder. Additionally, the flywheel must be turned before installation.

#### Fluid Check and Fill:

- The text advises filling and checking the fluid to ensure proper levels. Proper fluid levels are essential for the smooth operation and longevity of the transmission.

These instructions not only provide guidance on what is covered under the warranty for transmissions but also offer important recommendations for the proper installation and maintenance of the transmission to ensure optimal performance and longevity. Following these guidelines is essential for preserving the warranty coverage and maximizing the reliability of the installed transmission.

#### Carburetor:

##### “Sold As Is”:

- The carburetor is explicitly stated to be sold “as is.” This phrase typically means that the buyer is purchasing the item in its current condition, with no specific promises or guarantees regarding its performance or condition.

##### Guaranteed Rebuildable:

- Despite being sold “as is,” there is a guarantee that the carburetor is rebuildable. This suggests that, while no specific warranty is provided, the buyer can reasonably expect that the carburetor can be rebuilt if needed.

In summary, the statement indicates that the carburetor is being sold without any warranty coverage for its current condition. However, the assurance that it is guaranteed rebuildable provides some confidence to the buyer that, if necessary, they can undertake the rebuilding process to restore or improve the carburetor’s functionality. Buyers should be aware of the “as is” nature of the sale and consider the rebuildable guarantee when making a purchase decision.

#### Cylinder Head:

##### Testing and Condition Assurance:

- The cylinder head is tested to ensure it is not broken or warped and is confirmed to be in good condition. This suggests a commitment to providing a product that meets certain quality standards.

##### Exclusions from Warranty Coverage:

- Various components, including valves, cams, valve springs, retainers, locks, and seals, are explicitly mentioned as not covered under the warranty. This indicates that the warranty is specific to the overall condition of the cylinder head but excludes certain internal parts.

##### Re-machining Possibility:

- The statement mentions that the excluded components may need to be remachined if needed. This implies that, while those components are not covered by the warranty, there may be a possibility of addressing issues through remachining.

##### Exclusions from Warranty Coverage (Continued):

- The warranty explicitly does not cover damage caused by improper installation, overheating, abuse, or neglect. This sets clear boundaries for what is not covered, emphasizing proper handling and installation procedures.



## 50 Stars Auto Parts – Warranty Terms

### Warranty Policy

In summary, the warranty for the cylinder head focuses on its structural integrity and overall condition, with a specific exclusion of certain internal components. The statement emphasizes the importance of proper installation and usage to prevent potential damage. Customers should carefully review these terms to understand the extent of the warranty coverage and the exclusions associated with specific components and potential causes of damage.

#### Speedometer/Instrument clusters:

Guarantee of Inspection and Working Condition:

- The speedometer/instrument clusters are guaranteed to be inspected and in good working condition. This implies that the seller ensures the functionality of these components at the time of sale.

No Warranty on Mileage:

- Importantly, there is no guarantee or warranty on mileage. This means that the accuracy or functionality of the mileage indicator on the speedometer/instrument cluster is not covered by the warranty.

Reprogramming for Specific Manufacturer Models:

- Speedometer clusters purchased for specific manufacturer models, such as Cadillac, Audi, Mercedes, and BMW, may require reprogramming by an Authorized Dealer. This highlights the brand-specific nature of certain components and the need for specialized programming.

Return or Refund Conditions:

- The seller specifies that they will not accept a return or refund claim unless the purchaser provides written documentation from an Authorized Dealer stating that the part was reprogrammed but is still not working. This places the responsibility on the purchaser to obtain proof of reprogramming issues from an authorized source.

In summary, the warranty and conditions for speedometer/instrument clusters include a guarantee of inspection and working condition, a disclaimer regarding mileage, and specific requirements for reprogramming issues for certain manufacturer models. Buyers are encouraged to be aware of these terms, especially regarding reprogramming and the absence of mileage warranty, to make informed decisions and to understand the conditions under which returns or refunds may be accepted.

Strut:

Check and Guarantee for Working Condition:

- Struts are checked and guaranteed to be in good working condition. This implies that the seller ensures the functional integrity of the struts at the time of sale.

Warranty Coverage:

- The warranty specifically covers the spring, shock absorbers, and strut tower. This delineates the components that are included under the warranty.

Exclusion of Ride Quality:

- Notably, the actual ride quality is explicitly mentioned as not covered by the warranty. This means that any issues related to the perceived comfort or smoothness of the ride are excluded from the warranty coverage.

In summary, the warranty for struts provided by the company focuses on the functional components such as the spring, shock absorbers, and strut tower, with a guarantee of good working condition. However, it is important to note that issues related to the subjective experience of ride quality are not covered by the warranty. Buyers should carefully review and understand these terms to assess the coverage provided for specific components and to set expectations regarding ride quality.





## 50 Stars Auto Parts – Warranty Terms

### Warranty Policy

#### Control Arms:

##### Guarantee for Shape and Fit:

- The lower and upper control arms are guaranteed to be right to their shape and a perfect fit for the customer's car. This suggests that the seller assures the structural integrity and proper fitment of these components.

##### Exclusion of Warranty or Guarantee for Specific Components:

- Various components, including bolts, bushings, ball joints, bearings, and rubber seals, are explicitly mentioned as not coming with any warranty or guarantee. This means that these specific elements are not covered under the warranty or guarantee.

In summary, the warranty for lower and upper control arms focuses on the shape and fit of the components, with a guarantee provided for these aspects. However, certain individual components such as bolts, bushings, ball joints, bearings, and rubber seals are expressly excluded from any warranty or guarantee coverage. Buyers should be aware of these terms when purchasing these control arms to understand the coverage provided for different components.

#### No Warranty or Guarantee on Appearance:

- The statement clarifies that there is no warranty or guarantee regarding the appearance of the part, despite efforts made to enhance its visual condition before shipping.

#### Mileage Information and Accuracy:

- The stated mileage is not guaranteed, but it is claimed to be accurate to the best of the seller's knowledge. The statement explains that odometer mileage for used engines and engine parts is not practicable to determine accurately due to the routine sale and transfer of these components apart from the original vehicle. Mileage estimates are provided based on available information and belief.

#### Legislation and Odometer Mileage for Used Engines/Parts:

- The statement acknowledges that odometer mileage determinations for used engines and engine parts are not subject to recognized state and federal laws. It highlights the practical challenges in accurately determining mileage for these components.

#### Handling and Restocking Fee for Returns:

- All returned parts or cancelled purchases that do not fulfill the terms and conditions stated in the warranty policy are subject to a 25% handling and restocking fee. The purchaser is responsible for bearing all shipping costs associated with returns.

In summary, the statement provides transparency about the limitations on appearance warranties, the challenges in determining mileage for certain parts, and the handling and restocking fees associated with returns that do not meet specified terms and conditions. Customers should carefully review these terms to understand the coverage provided and the conditions under which returns are accepted, including associated fees.



## 50 Stars Auto Parts – Warranty Terms

### Warranty Claim

#### Warranty Claim Requirements:

- Warranty claims must be filed within the specified warranty period.

#### Documentation Required:

- Warranty claims must include the following documentation:
- A diagnostic print-out from a Licensed Automotive Repair Facility (LARF) or an Automotive Service Excellence (ASE) certified mechanic.
- A unit installation invoice.
- Receipts demonstrating that the Recommended > Installation/Replacement Procedures were followed within 30 days of the warranty activation period.

#### Submission Process:

- To file a warranty claim, customers are instructed to email their full name, contact information, along with all required documents and photocopies of receipts to the provided email address (service@50starsautoparts.com).

#### Response Time:

- An 50 Stars Auto Parts representative is expected to call the customer within 24–48 working hours (excluding major holidays) after receiving the warranty claim email.

#### Delivery Acceptance Requirement:

- Delivery acceptance is explicitly stated as required to file a warranty claim. Parts denied at the time of delivery will be subject to a 25% handling and restocking fee, with the purchaser responsible for all shipping charges.

These detailed instructions and requirements provide clarity on the process and documentation necessary for filing a warranty claim with 50 Stars Auto Parts. Customers are advised to adhere to these guidelines and timelines to ensure a smooth and efficient resolution of their warranty claims.

### Other Terms and Conditions:

#### Waiver of Dispute Rights for Credit Card Purchases:

- The purchaser agrees to waive the right to dispute any charges made with their credit card company when using a credit card for part purchases. This indicates a commitment not to challenge the charges through the credit card company's dispute process.

#### Shipping Charges and Waiver for Commercial Addresses:

- Initial delivery shipping charges are waived for orders where the delivery location is a commercial address accessible by a semi-trailer truck. However, deliveries to residential addresses will incur a shipping cost. The purchaser is responsible for all return shipping. Shipping and handling fees are generally non-refundable unless otherwise specified.

#### Limited Liability for Used Auto Parts:

- Due to the nature of used auto parts, 50 Stars Auto Parts limits its liability for all causes to the price paid for the products given or provided. In case of a defective part, the liability is restricted to replacing the unit or providing a remedy not exceeding the price paid for the part, at the discretion of 50 Stars Auto Parts.

#### Nonrefundable Deposits for Reserved Parts:

- All deposits made to reserve or hold a part are declared as nonrefundable. This implies that deposits, once made, cannot be refunded.

#### Customer Responsibility for Incorrectly Ordered Parts and Cancelled Purchases:

- Customers are explicitly stated to be responsible for incorrectly ordered parts and cancelled purchases for any reason. This emphasizes the accountability of the customer in ensuring accurate orders and commitment to purchases.

These terms and conditions provide clarity on various aspects of transactions with 50 Stars Auto Parts, including payment methods, shipping charges, liability limitations, and customer responsibilities. Buyers should carefully review and understand these terms before making purchases to be aware of their obligations and the policies set by the company.



## 50 Stars Auto Parts – Warranty Terms

### Dispute Resolution

#### Arbitration as Dispute Resolution:

- Disputes between the parties arising in connection with the agreement will be finally settled through non-appealable arbitration. The arbitration will be conducted with one arbitrator in accordance with the rules of the American Arbitration Association in Texas.

#### Location and Participation in Arbitration:

- The arbitration process will take place in Texas. However, if traveling to Texas is inconvenient, participants may choose to participate in the arbitration by phone or document submission, as authorized by the arbitrator.

#### Allocation of Arbitration Costs:

- Each party will incur their own arbitration costs unless the arbitrator determines that bearing such costs would be an unreasonable burden. In that case, the company will pay for half of the arbitration administrative costs.

#### Individual Resolution of Issues:

- The agreement requires the resolution of issues arising from the use of services or products and the agreement on an individual basis, rather than as a class or as a member of any class.

#### Waiver of Jury Trial and Representative Actions:

- Participants in the agreement waive their right to have a trial by jury and give up their right to serve as a representative, as a private attorney general, or in any other representative capacity, or to participate as a member of a class of claimants in any lawsuit involving a dispute with 50 Stars Auto Parts.

#### Acknowledgment of Consent:

- Users acknowledge that, in exchange for their acceptance of these dispute resolution terms, 50 Stars Auto Parts is able to provide services at the specified terms. The consent of the user to these terms is considered a necessary consideration for acceptance.

This section outlines a comprehensive set of terms related to the resolution of disputes, emphasizing arbitration, individual resolution, and the waiver of certain rights, including the right to a trial by jury and participation in representative actions or class lawsuits. Users are encouraged to carefully review and understand these terms as they impact the dispute resolution process under the agreement.

#### Contact Information:

If you have any questions or concerns regarding our Warranty Policy, our dedicated customer support team is here to assist you over **phone (888) 653-2808** or **Mail us to service@50starsautoparts.com**

We appreciate your trust in 50 Stars Auto Parts, and we are dedicated to providing you with quality products and excellent customer service. Thank you for choosing us for your automotive needs.

## 50 Stars Auto Parts – Shipping and Handling Guide

Welcome to 50 Stars Auto Parts, your go-to destination for high-quality used auto parts. We understand the importance of a seamless shipping and handling process to ensure your satisfaction. In this guide, we'll walk you through our shipping and handling procedures to give you a clear understanding of what to expect when ordering from us.

#### Shipping Methods

- At 50 Stars Auto Parts, we strive to provide you with flexible and reliable shipping options. We offer several shipping methods to cater to your specific needs:

#### Standard Shipping

- Our standard shipping option is the most economical choice for customers who aren't in a hurry to receive their orders. This option typically takes 3-7 business days, depending on your location.





#### Expedited Shipping

- For those who need their auto parts sooner, we offer expedited shipping services. This option ensures quicker delivery, usually within 1-3 business days, depending on your location.

#### International Shipping

- We proudly serve customers around the globe. Our international shipping options allow us to deliver our high-quality auto parts to customers outside the United States. Shipping times may vary based on the destination.

#### Order Processing

- Our order processing system is designed to be efficient and accurate. Here's a step-by-step breakdown of how we handle your orders:

#### Order Confirmation

- Once you place an order on our website, you will receive an order confirmation email. This email contains details of your purchase, including the items ordered, shipping address, and order number.

#### Processing Time

- Our team works diligently to process your order promptly. The processing time varies depending on the availability of the parts and the shipping method selected. You can track the status of your order by logging into your account on our website.

#### Shipment Notification

- Once your order is processed and ready for shipment, you will receive a shipment notification email. This email includes a tracking number that allows you to monitor the progress of your delivery.

#### Packaging

- We understand the importance of ensuring your auto parts arrive in pristine condition. Our packaging team takes extra care to secure and protect your items during transit. We use industry-standard packaging materials to prevent damage and ensure the safe delivery of your order.

#### Tracking Your Order

- Stay informed about the whereabouts of your order with our easy-to-use tracking system. Use the provided tracking number to monitor the real-time status of your shipment. Simply enter the tracking number on our website or the shipping carrier's site for up-to-date information.

#### Returns and Exchanges

- While we strive to provide accurate product descriptions and quality parts, we understand that situations may arise where a return or exchange is necessary. Our hassle-free returns and exchanges policy ensures that you can shop with confidence. Visit our Returns and Exchanges page on the website for detailed instructions on how to initiate a return or exchange.

#### Customer Support

At 50 Stars Auto Parts, customer satisfaction is our top priority. If you have any questions or concerns regarding your order, shipping, or any other inquiries, our dedicated customer support team is here to assist you over **phone (888) 653-2808 or Mail us to service@50starsautoparts.com**

We hope this comprehensive guide has provided you with a clear understanding of our shipping and handling processes at 50 Stars Auto Parts. Our commitment to delivering quality auto parts in a timely and efficient manner is unwavering. Thank you for choosing 50 Stars Auto Parts for your automotive needs.

**DATE**

**SIGNATURE**