

AM WORLDWIDE CORP

RETURNS AND WARRANTY POLICIES

RETURNS/ REFUNDS/ CANCELATION POLICY

All returns, exchanges, and warranty claims must be authorized by AM Worldwide Corp., prior to returning. A Return Goods Authorization (RGA) form must accompany all returns. Contact our Customer Service Team for details.

Returns are accepted up to 30 days after receipt of the item(s). It is the responsibility of the customer to ship the item(s) back. Any packages returned must include a copy of the RGA form provided via email by our Customer Service Representative (CSR). The following are required for returning any item: Must be in their original packaging, item unused and no sign of any use, not installed, not disassembled, not tampered, not damaged or any sign of damage, must have all original hardware or small parts. Also any special orders or custom parts are nonrefundable, non-returnable, and non-exchangeable.

If the item is damaged or defective a claim must be made contact our customer Service Team for details. Any items returned after the 30 day period must be approved by our Customer Service Team (CST) and will carry a 20% restocking fee and shipping will be the responsibility of the customer. If you need assistance returning the item(s) please contact our CST immediately to avoid any delays.

Refunds will be issued once we have received your returned item, inspected it, and verified that your return meets our returns policy. Refunds may take up to 5 business days from the day we receive your return.

Any orders once they are shipped are considered final sale. If you chose to cancel your order it may result in a 20% restocking fee and you will be responsible for the shipping charges associated with that order. If you refuse a shipment you will be credited minus the shipping as long as the item passes inspection and is deemed a returnable item.

CLAIMS/DAMAGES

- All claims must be made in writing via email at (info@amwwco.com) within 24hrs of receiving the shipment.
- Any clearly damaged package must be refused at time of delivery.

If one of the problems listed below occurs please contact us immediately. If you experience a problem other than the one listed below please contact our customer service agents and they will guide you on the proper action.

- **Damaged in Transit**
- **Damaged inside the Part Box**
- **Missing Part**
- **Defective Part**
- **Wrong Part**

Damaged in Transit

Inspect your package(s) BEFORE you accept it from the shipping company!! If you see any damage and/or evidence of tampering on the outer packaging you MUST make sure that the delivery person makes a note of this damage on the delivery receipt. Without this note on the delivery receipt we cannot fix this problem for you. Once you've made sure the note of damage is on the delivery receipt, tell the delivery driver that you refuse to accept the damaged package, and then call our CST immediately so we can send you a replacement part! As soon as we confirm with our carrier that the delivery receipt has the note of damage, we'll get a replacement on its way to you.

If no one was available to accept your package(s) from the delivery person and the package was left for you, first contact our CST immediately. Second, you MUST contact the carrier within 24 hours of date the package was left for you! A member of our CST can explain how you contact the carrier to report the damage. This type of claim, we require our carrier to validate the damage. Depending on your location, you may have to take the part to the nearest carrier outlet. Once that's done, we'll get a replacement on its way to you.

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Damaged Part inside the Box

Inspect your parts once you receive them. If any part is damaged, contact our CST immediately and tell us so we can send you a replacement. We may need you to send back the damaged part before we ship your replacement and a member of our CST will explain what you need to do so that it does not delay your shipment. We will cover of the shipping costs. As soon as we receive the damaged part and inspect it, we'll get a replacement on its way to you.

Missing Part

If you don't have all the parts you ordered, first check the packing slip that was included with your shipment. In order to fill your order quickly and efficiently with items already in stock we may have split your order into multiple shipments, which we indicate on the packing slip. If this is the case, rest assures that you will not be charged any additional shipping costs. Second, check your email for messages from us providing additional tracking numbers for the rest of your items. You can check the status of the additional packages using the tracking number(s) and the carrier's website provided in the email.

Defective Part

If the part you received has a manufacturer's defect, call our CST immediately so we can send you a replacement part. We do need you to send back the defective part before we ship you a replacement.

Wrong Part

Our team works really hard to make sure we send you the exact part(s) you ordered, but sometimes things get mixed up and you might receive a part that's not what you ordered. If this happens, call our CST immediately and we will send you the correct part(s). A member of our CST will explain what you need to do. The first step is that we need you to send back the part(s) you received. We'll email you a shipping label and as soon as we get that part(s) back, we'll get the correct part(s) shipped out. We will take care of the shipping costs.

If you ordered a part(s) that you no longer need or you no longer want we respectfully remind you that all sales are final, no refunds, and no exchanges.

What we can NOT fix

While we sell parts to help you fix your vehicle, we can't help you with labor expenses, towing expenses, additional repair expenses, rental car expenses or other related expenses caused by the duration of time required for you to receive the part(s) you ordered, or caused by any of the listed problems and any additional time required to fix them, or caused by the use of wrong, broken or defective part(s) during and/or after installation, or caused by the use and/or installation of the part(s) you ordered. Thanks for understanding.

Also please read carefully our warranty terms policy.

Feel free to call our CST at 786-313-3625 or email us at info@amwwco.com for information about your order.

WARRANTY TERMS

AM WORLDWIDE CORP LIMITED LIFETIME WARRANTY

***AM WORLDWIDE, CORP. LIABILITY IS LIMITED TO REPLACEMENT OF DEFECTIVE PARTS ONLY. COST OF REMOVAL, INSTALLATION AND INCIDENTAL OR CONSEQUENTIAL DAMAGE ARE EXPLICITLY EXCLUDED. ONE TIME REPLACEMENT OF THE ORIGINAL PURCHASED.**

AM WORLDWIDE CORP RETURNS AND WARRANTY POLICIES

****WARRANTY PROCEDURE** – All returns and exchanges must be authorized by AM WORLDWIDE, Corp. (herein referred to as A.C.) prior to returning to AM Worldwide. Any warranty must first be picked up and checked by AM Worldwide, Corp. or the manufacturer of the part being returned to verify that it is the parts fault. A.C. will not issue credit for any part that is not ours or is considered warranty exclusion.

*****THE WARRANTY EXCLUDES, INCLUDING AND WITHOUT LIMITATION, ONE OR MORE OF THE FOLLOWING:**

Incorrect/improper installation; electrolysis, collision; misuse or abuse; natural/environmental forces; incorrect application; ordinary wear and tear; unauthorized disassembly or alterations; use of product outside the context of its normal, customary and intended operating environment; connection threads stripped, any chemical effects of water, steam, or other liquid, gases or agents present in the system, failure of the vehicle warning system; or operation of vehicle ignoring/neglecting warning system. Follow instructions of owner's manual when warning system alerts you.

*****NOT WARRANTED:** Commercial, Rentals, and/or Off Road Vehicles.

WARRANTY

AM WORLDWIDE, CORP. WARRANTS THAT ITS RADIATORS AND/OR ANY PRODUCT SHALL BE FREE FROM DEFECTS IN MATERIAL AND/OR WORKMANSHIP FOR AS LONG AS THE ORIGINAL PURCHASER OWNS THE VEHICLE FOR WHICH THEY WERE ORIGINALLY INSTALLED.

WARRANTY DETAILS: THE WARRANTY IS LIMITED TO THE ORIGINAL REPLACEMENT PART ONLY, THE ORIGINAL PURCHASER ONLY, AND DOES NOT COVER ANY LABOR, REMOVAL, RE-INSTALLATION, DIAGNOSTIC, AND OR OTHER CONTINGENT EXPENSES. IN ORDER FOR WARRANTY TO BE CONSIDERED ALL DOCUMENTATION INCLUDING AND NOT LIMITED TO, PROOF OF PURCHASE, DETAILED PROOF OF INSTALLATION BY A CERTIFIED MECHANIC/TECHNICIAN, AND DETAILED PROOF OF PROPER SERVICE BY A CERTIFIED MECHANIC/TECHNICIAN. INSTALLATION: MUST BE DONE BY A CERTIFIED MECHANIC/TECHNICIAN WITH PROOF PROVIDED. MAINTENANCE/SERVICE: MUST BE DONE BY A CERTIFIED MECHANIC/TECHNICIAN WITH PROOF PROVIDED. FAILURE TO PROPERLY MAINTAIN YOUR VEHICLE ACCORDING TO THE OEM MAINTENANCE SCHEDULE WILL VOID WARRANTY.

***RADIATORS AND INTERCOOLERS – ONE YEAR WARRANTY**

***PLASTIC TANKS AND TOOLS – ONE YEAR WARRANTY.**

***OIL COOLERS AND TOOLS – SIX MONTHS WARRANTY.**

***FLUSHING THE SYSTEM** – Radiator: Must flush (drain and refill) your vehicle's cooling system before installing the new radiator. Failure to do this will void warranty. Distilled water must be used to mix with your manufacturers recommended coolant. Evidence of hard water in the radiator will void warranty.

IMPORTANT

THE FOLLOWING CONDITIONS WILL VOID YOUR WARRANTY

BLOWN SEAMS – Are not covered by the warranty.

PLUGGED RADIATORS – Are not covered by the warranty.

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REPAIRS – Any repair or alterations to the radiator's stability and/or durability.

STRIPPED THREADS – Stripped threads, engine cooler lines, transmission-oil cooler, drain cocks, or temperature connection.

IMPROPER COOLANT – Damage caused by the use of coolant or coolant mixture other than that specified by the vehicle manufacturer.

PHYSICAL DAMAGE – Damage caused by collision, accidents, abusive handling, and shipping subsequent.

PHYSICAL OR CHEMICAL PROPERTIES – Damage caused by the effects of physical or chemical properties of water, steam, and/or other liquids in the radiator.

EXTERNAL CORROSION – Damage caused by external corrosion.

IMPROPER INSTALLATION OR MAINTENANCE – Damage caused by obvious negligence, abuse, improper installation or maintenance.

BLOWN TANKS – Blown tanks caused by over pressurization due to a faulty radiator cap or engine head gasket/exhaust leak or other leaks in the system. Intermittent fan problems will also cause blown seams.

ELECTROLYSIS AFFECT ON THE COOLANT SYSTEMS – The engine and the vehicle body are the main source of ground especially for the starter, alternator, computerized components and accessories. Coolant circulates in the engine and the radiator is bolted to the vehicle's body where the accessory like the lighting is grounded. A poor ground to the engine or to the vehicle body occurs; current can easily flow through the cooling system and start deteriorating the major components including the engine. Stray currents circulating in the cooling system will literally remove particles of metal from the radiator, heater core, and the engine. It will also change some coolant byproducts into acids that will speed up the corrosion process. The amount of metal removed from the components depends on the amount of current that flows in the system. The system must be checked for the proper PH level. The correct PH level for the coolant solution is between 7.7 and 11. This level must be maintained at all times. Check the system for electrolysis. Readings of 0.10 volts or greater are indicative of stray currents. This must be corrected before component replacement.

EXCESSIVE HEAT – Is the most common cause of radiator failure. Radiators with plastic end tanks are very vulnerable to steam erosion. If the coolant level is low and the engine starts to run hot, steam can erode and melt a hole right through an end tank. White deposits on the inside of the plastic are evidence that hot steam rather than coolant was flowing into the tank. If you find this kind of damage, check the thermostat and pressure test the system for leaks after the radiator has been repaired or replaced.

EXTREME PRESSURE – Splits in radiator seams or between the tubes and header may be the result of too much pressure in the cooling system. This may be caused by using a pressure cap with the wrong rating (a 15 lb cap on a system that's rated at 5 lbs), or by head gasket leaks that allow exhaust to enter the cooling system. Pressure testing the cooling system will tell you if there are any internal coolant leaks, and pressure testing the cap will tell you if it has the correct rating.

CONTAMINATED COOLANTS – To avoid contamination of the cooling system use a mix of antifreeze and water (distilled water). This will prevent corrosion and premature system breakdown. A 50/50 mix is the recommended mixture, which will give the system the optimum corrosion/temperature protection needed and prevent metal erosion during coolant circulation. Remember that premature wear of the cooling system components like water pumps, cylinder head gaskets are in direct relation with the condition of the coolants and system cleanliness. Follow maintenance schedules and be proactive in preventive service.

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WARRANTY DETAILS:

We only offer a one-time replacement of the original part purchased.

Failure to flush your system will void warranty.

No warranty for the following vehicle applications and/or usage: Commercial, Rental, and/or off Road.

In order for warranty to be considered all documentation including and not limited to proof of purchase, proof of proper service by a certified mechanic/technician, and proof of installation by a certified mechanic/technician must be supplied.

The warranty is limited to the original replacement part only and does not cover any labor, removal, reinstallation, diagnostic, and or other contingent expenses.

***THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED.**

***THIS WARRANTY IS NON-TRANSFERABLE AND REMAINS IN EFFECT AS LONG AS THE ORIGINAL RETAIL CUSTOMER OWNS THE VEHICLE.**

***NO WARRANTY WITHOUT AN INVOICE.**

***LIABILITY IS LIMITED TO REPLACEMENT OF DEFECTIVE PART ONLY.**

***WARRANTY VALID FOR CONTINENTAL UNITED STATES (USA) ONLY.**

***NO WARRANTY FOR THE FOLLOWING VEHICLE APPLICATIONS AND/OR USAGE: COMMERCIAL, RENTAL, AND/OR OFF ROAD.**