



Car-Part Gold Certified Parts Provider

1. Warranty. Parts provider must provide a 1-year warranty option on all parts *except* for parts designated "AS-IS" in the Car-Part.com part listing. Other than "AS-IS" parts, the parts provider must provide a minimum warranty of 30 days. If the buyer requests less than a one year warranty, the displayed price may be less than the one year warranty price. Parts provider may require that warranted parts must be returned in the same condition as they were sold less normal wear and tear.
2. Refund>Returns. Parts provider must provide a minimum 30-day refund period on all purchased parts *except* for parts designated "AS-IS" or "EXCHANGE ONLY", *unless* otherwise agreed to in writing with the buyer in advance. Parts provider may pay refunds with cash or company check (or by crediting the buyer's charge account if that is how the original purchase was made). A store credit to be used towards future purchases shall not be considered a refund *unless* otherwise agreed to in writing with the buyer in advance. Parts provider shall not charge a restocking fee *except* for cutoff parts, front end assemblies, or parts designated "AS-IS", "EXCHANGE ONLY", or with "RESTOCKING FEE" in the Car-Part.com part listing. Parts provider may require that parts must be returned in the same condition as they were sold in order to qualify for a refund. If a part is under warranty and the parts provider is not able to provide a replacement, then the parts provider must offer a refund even if returned past the normal minimum 30-day refund time period. No more than 5% of a parts provider's Car-Part.com listings may be "AS-IS", "EXCHANGE ONLY", or "RESTOCKING FEE" parts.
3. Shipping. Parts provider must pay shipping on the return of a defective part or an incorrect part chosen by the seller (and to send the replacement part to the buyer) *unless* otherwise agreed to in writing with the buyer in advance. It is the buyer's responsibility to select the correct part. Unless specified in writing in advance, parts returned through no fault of the parts provider require the buyer to pay shipping both ways.
4. Delivery. Parts provider must deliver parts to professional repairers (at least one zip code must be specified for shop delivery by the parts provider in Car-Part Pro).
5. Body Part Pricing. Parts provider must disclose body part pricing type (actual, list, or undamaged) in their Car-Part.com part listings.
6. ARA Part Grading. Except for remanufactured or new undamaged parts, parts provider must conform to ARA Part Grading Standards for Mechanical and Body parts. Parts provider must disclose the amount of body part damage for body parts and the mileage for mechanical parts in a way that Car-Part.com can grade those parts utilizing the ARA Part Grading Standards.
7. iCPM. Parts provider must use Car-Part.com's iCPM messaging product and must use its best efforts to answer all iCPM parts inquiries as promptly as possible.
8. Inventory Data Requirements. Parts provider must upload current inventory data to Car-Part.com at least 20 days each month. Parts provider must identify all part designations recognized by Car-Part.com (including CAPA, NSF, Diamond Standard, and any distributor program approved by an insurer).
9. Feedback Rating. Parts provider must maintain a minimum positive Car-Part feedback rating of X%. (*NOTE: The ability for buyers and sellers to provide feedback will not be available until version 2.*)



Car-Part Silver Certified Parts Provider

1. **Warranty**. Parts provider must provide a 90-day warranty option on all parts *except* for parts designated "AS-IS" in the Car-Part.com part listing. Other than an "AS-IS" part, the parts provider must provide a minimum warranty of 30 days. If the buyer requests less than a 90 day warranty, the displayed price may be less than the 90 day warranty price. Parts provider may require that warranted parts must be returned in the same condition as they were sold less normal wear and tear.
2. **Refund>Returns**. Parts provider must provide a minimum 30-day refund period on all purchased parts *except* for parts designated "AS-IS" or "EXCHANGE ONLY", *unless* otherwise agreed to in writing with the buyer in advance. Parts provider may pay refunds with cash or company check (or by crediting the buyer's charge account if that is how the original purchase was made). A store credit to be used towards future purchases shall not be considered a refund *unless* otherwise agreed to in writing with the buyer in advance. Parts provider shall not charge a restocking fee *except* for cutoff parts, front end assemblies, or parts designated "AS-IS", "EXCHANGE ONLY", or with "RESTOCKING FEE" in the Car-Part.com part listing. Parts providers may require that parts must be returned in the same condition as they were sold in order to qualify for a refund. If a part is under warranty and the parts provider is not able to provide a replacement, then the parts provider must offer a refund even if returned past the normal minimum 30-day refund time period. No more than 5% of a parts provider's Car-Part.com listings may be "AS-IS", "EXCHANGE ONLY", or "RESTOCKING FEE" parts.
3. **Shipping**. Parts provider is NOT required to pay shipping on the return of a defective part (but must pay to send the replacement part to the buyer) *unless* otherwise agreed to in writing with the buyer in advance. Parts provider must pay shipping on the return of an incorrect part chosen by the seller (and to send the replacement part to the customer) *unless* otherwise agreed to in writing with the buyer in advance. It is the buyer's responsibility to select the correct part. Unless specified in writing in advance, parts returned through no fault of the parts provider require the buyer to pay shipping both ways.
4. **Delivery**. Parts provider must deliver parts to professional repairers (at least one zip code must be specified for shop delivery by the parts provider in Car-Part Pro).
5. **Body Part Pricing**. Parts provider must disclose body part pricing type (actual, list, or undamaged) in their Car-Part.com part listings.
6. **ARA Part Grading**. Except for remanufactured or new undamaged parts, parts provider must conform to ARA Part Grading Standards for Mechanical and Body parts. Parts provider must disclose the amount of body part damage for body parts and the mileage for mechanical parts in a way that Car-Part.com can grade those parts utilizing the ARA Part Grading Standards.
7. **iCPM**. Parts provider must use Car-Part.com's iCPM messaging product and must use its best efforts to answer all iCPM parts inquiries as promptly as possible.
8. **Inventory Data Requirements**. Parts provider must upload current inventory data to Car-Part.com at least 16 days each month. Parts provider must identify all part designations recognized by Car-Part.com (including CAPA, NSF, Diamond Standard, and any distributor program approved by an insurer).
9. **Feedback Rating**. Parts provider must maintain a minimum positive Car-Part feedback rating of Y%. (*NOTE: The ability for buyers and sellers to provide feedback will not be available until version 2.*)



Car-Part Bronze Certified Parts Provider

1. **Warranty**. Parts provider must provide a minimum 30-day standard warranty on all parts *except* for parts designated "AS-IS" in the Car-Part.com part listing. If a buyer wants to purchase a part with a warranty that is less than parts provider's standard warranty, parts provider may offer to sell the part to such buyer with such lesser warranty at a discounted price. Parts provider may require that warranted parts must be returned in the same condition as they were sold less normal wear and tear.
2. **Refund/Returns**. Parts provider must provide a minimum 15-day refund period on all purchased parts *except* for parts designated "AS-IS" or "EXCHANGE ONLY", *unless* otherwise agreed to in writing with the buyer in advance. Parts provider may pay refunds with cash or company check (or by crediting the buyer's charge account if that is how the original purchase was made). A store credit to be used towards future purchases shall not be considered a refund *unless* otherwise agreed to in writing with the buyer in advance. Parts provider shall not charge a restocking fee *except* for cutoff parts, front end assemblies, or parts designated "AS-IS", "EXCHANGE ONLY", or with "RESTOCKING FEE" in the Car-Part.com part listing. Parts provider may require that parts must be returned in the same condition as they were sold in order to qualify for a refund. If a part is under warranty and the parts provider is not able to provide a replacement, then the parts provider must offer a refund even if returned past the normal minimum 15-day refund time period. No more than 5% of a parts provider's Car-Part.com listings may be "AS-IS", "EXCHANGE ONLY", or "RESTOCKING FEE" parts.
3. **Shipping**. Parts provider is NOT required to pay shipping on the return of a defective part (or shipping the replacement part to the buyer) *unless* otherwise agreed to in writing with the buyer in advance. Parts provider must pay shipping on the return of an incorrect part chosen by the seller (and to send the replacement part to the buyer) *unless* otherwise agreed to in writing with the buyer in advance. It is the buyer's responsibility to select the correct part. Unless specified in writing in advance, parts returned through no fault of the parts provider require the buyer to pay shipping both ways.
4. **Delivery**. Parts provider must deliver parts to professional repairers (at least one zip code must be specified for shop delivery by the parts provider in Car-Part Pro).
5. **Body Part Pricing**. Parts provider must disclose body part pricing type (actual, list, or undamaged) in their Car-Part.com part listings.
6. **ARA Part Grading**. Except for remanufactured or new undamaged parts, parts provider must conform to ARA Part Grading Standards for Mechanical and Body parts. Parts provider must disclose the amount of body part damage for body parts and the mileage for mechanical parts in a way that Car-Part.com can grade those parts utilizing the ARA Part Grading Standards.
7. **iCPM**. Parts provider must use Car-Part.com's iCPM messaging product and must use its best efforts to answer all iCPM parts inquiries as promptly as possible.
8. **Inventory Data Requirements**. Parts provider must upload current inventory data to Car-Part.com at least 16 days each month. Parts provider must identify all part designations recognized by Car-Part.com (including CAPA, NSF, Diamond Standard, and any distributor program approved by an insurer).
9. **Feedback Rating**. Parts provider must maintain a minimum positive Car-Part feedback rating of Z%. (*NOTE: The ability for buyers and sellers to provide feedback will not be available until version 2.*)