CarPartPro.com

Reporting a Problem with a Car Part Pro Listing

If you believe you have found a mistake in the part information in your Car Part Pro search results (such as part type, description, grade, or if shipping costs aren't included in published prices), you can report the problem. Follow these steps:

1. In your search results, each listing features a **Report a Problem** icon, located in the **Description** column. Click this icon.


2. In the window that appears, you have the opportunity to provide more details. When you are finished, click **OK**.


3. A Car Part Pro support representative will contact you within 3 business hours to discuss the problem. You will be notified of a response with a popup that looks like this. Click this notification to begin a conversation with our support team in the iPro software.
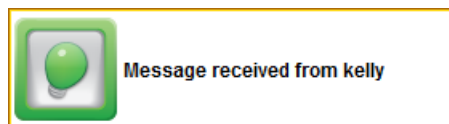
Reporting a Problem on a Listing that Is No Longer Posted on Car Part Pro

If a listing with a problem has been removed from Car Part Pro, you can still get help. Just click **Car-Part Help** at the top of your screen.

Note: The **Stock #** and **Supplier Information** will not be automatically supplied in this case. You will have to provide this information manually.
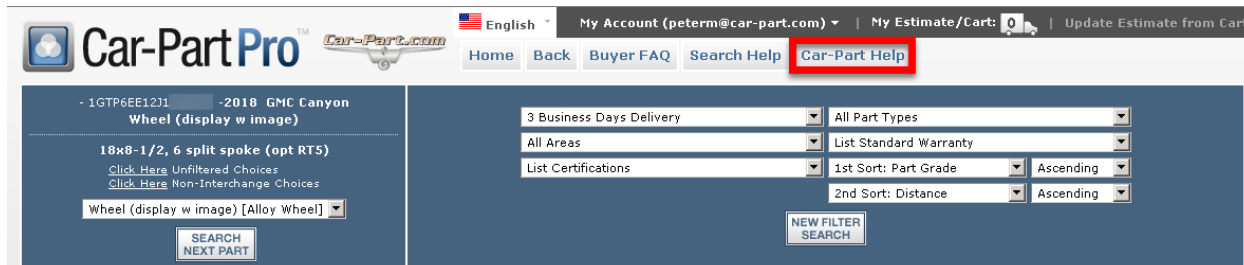
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