



# POLICIES & WARRANTIES

## Returns and Exchanges:

Advance notice of returned merchandise must be given to Van Steel Inc. A copy of the original invoice must accompany all returned merchandise. All unopened or non-installed returns must be made within 20 days from the date of shipping. A 20% restocking fee will be charged on all returned merchandise shipped correctly by Van Steel but not wanted by the customer. All shipping charges incurred on returned merchandise are the responsibility of the customer. Parts must not have been installed to be eligible for a refund/credit.

## Core Refunds:

Core accounts will remain open for a period of thirty (30) days from the date we receive YOUR cores, unless other specific written instructions have been agreed upon. Should your parts have minor damage that can be repaired, Van Steel will repair the parts and only charge for a labor and materials. All parts must be rebuildable to get a full refund. If not, we will deduct money from the core charge. Van Steel will return defective, unusable parts charged against customer's core account at the customer's request and expense.

## Damaged Items and Insurance:

All items are insured and are charged to the customer's invoice. Delivery of the products in good condition is the responsibility of the carrier. If any items arrive in damaged condition, the customer must notify the carrier immediately. The carrier will make a report and take the necessary steps to settle the claim.

## Technical Assistance:

For your convenience, technical assistance is available Monday – Friday from 9am to 4 pm. Please call or email us at 727.561.9199 or [vettes@vansteel.com](mailto:vettes@vansteel.com). Van Steel does NOT provide instructions with kits. All instructions are online, in a PDF format and can be downloaded at your convenience. If the instructions for the product you purchased are not online, please feel free to reach out to us.

## Pricing:

Due to the volatile changes in raw materials, pricing is subject to change without notice.

## Dealers:

All dealers must email a copy of their Resale Certificates and Business License. New dealers will be entered our system in at out Tier 1 price level. In order to move up in Tiers (3 total), the business must be established with Van Steel Inc. Business volume and working relationship is taken into consideration. Please contact us to inquire more about our dealer program.

## Payments:

All orders must be paid with a credit card. Van Steel Inc. does not process the credit card until we are prepared to ship the product. If the order requires special ordered parts, Van Steel Inc. may take a down payment. This will all be agreed upon BEFORE the card is processed. Van Steel Inc. offers open account ONLY to Tier 3 dealers.

## FOR BEARING ASSEMBLIES AND TRAILING ARMS

**NOTE:**

If you purchased a bearing assembly or special ordered trailing arms without rotors, you will need to do a rotor run-out when you install rotors on your assembly. Also if your t-arm assembly came with a spindle flange, you do not need to torque the spindle nut. It has already been done.

**YOU MUST TORQUE THE SPINDLE NUT TO 100 FT/LBS IF A FLANGE IS NOT INCLUDED.**



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## Warranty:

Warranty of parts and service is limited to the REPAIR OR REPLACEMENT PART ONLY, and does not cover damage to the car, labor, personal injury or any other damage or injury. Van Steel, Inc. warrants its rear wheel bearing assemblies as follows: Warranty is limited to the replacement and rebuilding of the rear wheel bearing unit for life. Van Steel, Inc. will replace all bearings and seals. All other parts are the responsibility of the owner. Van Steel, Inc. is not responsible for the damage caused by improper installation. The warranty is not affected by mileage of the automobile. Warranties begin from the date of purchase and are non-transferable.

### Suspension

Shock Absorbers.....	One Year
Coilover Shocks (Must Register via QA1) .....	Manufacturer
Coil Springs.....	One Year
Composite Springs .....	Five Years
Spring Hardware .....	Five Years

### Chassis Parts

Sway Bars & Hardware.....	Five Years
Ball Joints & Tie Rods Ends.....	One Year
Bushings - Poly/Rubber.....	Five Years
Camber Rods/Strut Rods.....	Five Years
Front Control Arms .....	One Year
Bearing Assemblies (1963-82) (Must Be Registered).....	Limited Lifetime
HD Bearing Assemblies .....	None
Hub Bearings.....	One Year
HD/Racing Bearings.....	None
Differentials .....	One Year
HP or HD Differentials .....	None
Half Shafts .....	One Year

### Brakes

Brake Hoses (Rubber/SS) .....	One Year
Calipers .....	One Year
Master Cylinders .....	One Year
Parking Brake Cables.....	Five Years