

Van Steel Policies

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.

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.

NOTE: If a trailing arm assembly or bearing assembly is purchased without a rotor, a rotor run-out must be completed when installing rotors on the assembly.

If the T-Arm assembly came with a spindle flange, the spindle nut is already torqued to spec. If a spindle flange was not on the assembly, it MUST be torqued to 100 ft/lbs.

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

Suspension	
Shock Absorbers	One Year
Coilover Shocks (QA1 – Must Be Registered)	Limited Lifetime
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
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

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. 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.