



General Terms and Conditions

Effective Date: March 1, 2026

1. Introduction

These Terms and Conditions ("Terms") govern the purchase of products and services provided by Auveco (Auto Vehicle Parts LLC), including use of the Auveco website. All customers are bound by these Terms unless separate written Terms and Conditions have been executed. If separately agreed terms are silent on a matter addressed herein, these Terms shall control.

2. Eligibility

Prospective customers must complete the "Become a Distributor" form available at www.auveco.com as part of Auveco's qualification process.

3. Customer Service

- Phone: 800-354-9816 (Ext. 1)
- Email: mail@auveco.com
- Hours: 8:00 a.m.–5:00 p.m. EST, Monday–Friday.

Customers must provide a valid customer number. No privileged account information will be released without verification. Auveco does not accept orders by phone.

4. Website Ordering

Authorized distributors may place orders at www.auveco.com by logging into their account or using Order Express, available 24/7. Please contact Customer Service with any questions (mail@auveco.com). Customers below Auveco's annual minimum purchase threshold may be required to order exclusively online. Thresholds are reviewed annually and may be modified at Auveco's discretion.

5. Products and Pricing

All products and pricing are subject to change without notice. Prices are in USD. Auveco strives for accuracy but does not guarantee error-free descriptions or pricing. Customers must review order confirmations and report discrepancies within 24 hours.

6. Private Label Program

Auveco's Private Label Program permits customers to apply their branding to Auveco SKUs. New SKU introductions are limited to one consolidated submission per quarter with a 60-business-day initial lead time. Minimum commitment: 200 units over three years, including 100 units in Year 1. Ongoing orders require a 50-unit minimum and 30-business-day lead time. All Private Label SKUs are build-to-order and non-returnable.

7. Credit Terms

Auto Vehicle Parts LLC
Auveco.com

PO Box 78548
Cold Spring, KY 41076

Phone: 800-354-9816
859-341-6450



Approved customers receive Net 30 terms. Late payments incur a 1.5% monthly service charge. Returned checks incur a \$45 fee. Auveco may modify or revoke credit terms at its discretion.

8. Order Acceptance

All orders are subject to acceptance and availability. Auveco may refuse or cancel orders at its discretion. Orders must reference correct Auveco part numbers.

9. Payment Methods

Accepted methods: ACH, wire (customer responsible for fees), major credit cards, and checks. Auveco may require prepayment. Credit card authorizations may exceed order totals by up to 20% to account for adjustments.

10. Shipping and Delivery

- All prices are F.O.B. Cold Spring, Kentucky. Risk of loss transfers upon carrier pickup. Auveco is not responsible for carrier delays.
- Standard Shipping:
 - Customer Paid
 - Orders are shipped F.O.B. Cold Spring, Kentucky.
 - Risk of loss or damage passes to the Customer upon pickup.
 - A service fee will be assessed for special shipping instructions.
 - Auveco is not responsible for delays caused by third-party carriers.
- Standard Prepaid Freight:
 - Qualifications for Prepaid Ground Freight (Auveco Paid)
 - Units: Orders of units where the total order value is greater than or equal to \$1,250 and shipped in the continental United States.
 - Bulk +: Orders of "Bulk +" SKUs where the total order value is greater than or equal to \$2,500 and shipped in the continental United States. "Bulk +" includes any combination of Bulk Items, Units, Metal Drawers, Cabinets, Bins, certain Large Assortments, oversized and heavy rubber products, Weatherstripping, Glass Setting Channel
 - Canada or Mexico: Orders greater than or equal to \$5,000.
 - Ineligible for Prepaid freight
 - Air Shipments
 - Shipments outside of the Continental United States, Canada or Mexico



- Catalogs, unless shipped with a qualifying order
- For freight policy questions, please contact Customer Service (mail@auveco.com).
- Drop shipments: Drop ship request should be made to Customer Service (mail@auveco.com).

11. Sales Terms

All sales are final except as expressly provided herein. Shipment discrepancies must be reported within 10 days. Unauthorized returns may incur a 35% handling charge. Due to our rapid processing and fulfillment timelines, orders in process cannot be modified once submitted.

12. Warranty and Limitation of Liability

- Published specifications and application information have been researched using reliable sources to obtain the most accurate listings. However, Auveco does not make or imply any warranty concerning the accuracy of the information. Auveco shall not be responsible for or liable to Buyer for any error, omission, or change, or harm resulting therefrom. All information contained in the current catalog supersedes all information in previous catalogs. Buyer is responsible for selecting the goods for buyer's or end users' intended applications, and for ensuring that the goods, when selected and used, comply with all applicable specifications, instructions, warnings, and laws.
- **TWELVE MONTH (12) LIMITED WARRANTY:** Auveco warrants that goods will be free from defects in material and workmanship under normal use and service when installed, maintained, stored, and used strictly in accordance with published specifications, drawings, instructions, and warnings, and only for the applications and environmental conditions for which they are specified. This warranty will be valid for twelve (12) months following the date of sale.
 - This limited warranty shall not apply to the extent the goods are:
 - subjected to abuse, misuse, neglect, damage by carriers, negligence, accident, electrical overload, chemical exposure, acts of nature, improper testing, improper installation, improper storage, improper handling, abnormal physical stress or environmental conditions, or use contrary to any instructions or specifications issued by Supplier.
 - reconstructed, repaired, or altered by any person or entity other than Supplier or its authorized representatives; or
 - that have been used with any third-party products not previously approved in writing by Auveco.



- EXCEPT AS SET FORTH IN THE LIMITED WARRANTY, THE GOODS ARE PROVIDED “AS-IS”, AND AUVECO MAKES NO OTHER WARRANTIES, WRITTEN OR ORAL, STATUTORY, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, COURSE OF DEALING, OR USAGE OF TRADE.
- For clarity, “misuse” includes selection of goods not suited for the intended application, use outside specified ratings or environmental conditions, failure to follow Auveco’s instructions or warnings, use contrary to applicable industry standards or laws, or modification or integration that affects form, fit, function, or safety.
- To the extent permitted by law, Auveco’s limited warranty is the sole warranty applicable to the goods and is intended to be passed through by distributors to end users; distributors are not authorized to expand, supplement, or modify this warranty. Distributors shall furnish to end users all applicable specifications, instructions, and warnings with the goods.
- **PASS-THROUGH; NO EXPANSION:** Auveco’s limited warranty extends only to the original purchaser of the goods from Auveco or an authorized distributor and may be passed through by authorized distributors to their end customers on a no-broader-than-based basis. No distributor, reseller, or other third party is authorized to make any warranty or representation on behalf of Auveco or to alter or expand the terms of this limited warranty. Any such additional or different warranties are solely those of the distributor, reseller, or third party, and Auveco shall have no responsibility or liability therefore.
- **LIMITATION OF REMEDIES AND LIABILITIES:** Buyer agrees that Auveco’s sole liability and responsibility, and Buyer’s sole and exclusive remedy, pursuant to any claim of any kind related to the goods, whether third-party or direct, including but not limited to a claim in contract, negligence or strict liability, against Auveco shall be (a) the repair or replacement, at Auveco’s option, of defective goods, or (b) a refund of the price allowable to the defective goods if Auveco is unable to effectively repair, replace or correct the defect in a reasonable time after using Auveco’s best efforts. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, UNDER NO CIRCUMSTANCES SHALL AUVECO HAVE ANY LIABILITY WHATSOEVER FOR SPECIAL, INCIDENTAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS, COST OF ANY SUBSTITUTE FOR THE GOODS, CLAIMS OF THIRD PARTIES, OR INJURY TO PERSON OR PROPERTY.

13. Returns and Refunds

Auveco wants you to be happy with your purchase. If Auveco makes an error, please reach out to Customer Service (mail@auveco.com) to correct the error.

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Auveco has a no-fault policy and will accept returns (see eligibility and exclusion lists below) for any reason within 30 calendar days of the date of purchase (invoice date).

Returns greater than 30 calendar days from the date of purchase (invoice date) but less than 90 calendar days from the date of purchase (invoice date) will also be accepted for any reason (see eligibility and exclusion lists below) but are subject to a 15% restocking fee.

13.1 Eligibility for Returns

- Merchandise may not be returned for any reason without first obtaining an authorization number and label(s) from Auto-Vehicle Parts LLC.
- Authorizations expire in 30 calendar days. Returns not received within 30 calendar days from authorization date will not be accepted.
- Returns are only eligible for credit only
- Shipping fees are non-refundable unless the return is due to Auveco error.
- Discontinued items or items scheduled "To be Discontinued" will not be eligible for return credit.
- Cost of merchandise to be returned is calculated at the price paid.
- All packaged goods must be in unbroken & original packages and in sale-able condition.
- Bulk may be returnable if in original purchased quantity only, please contact Customer Service (mail@auveco.com).
- Customer is responsible for the cost of freight on returns, unless otherwise directed.
- Credits are only processed once merchandise is received, passes inspection, and is approved by Auveco.
- Credits are processed within 30 calendar days of merchandise being received.
- Credits issued must be used within 270 calendar days of the date that they were issued.
- Auveco reserves the right to modify or terminate return privileges at any time.

13.2 Return Exclusions

- Auveco Part Nos. 1001, 1002, 1007, or other chemical items CANNOT be returned because of their limited shelf life.



- Assortments (examples: Body Hardware Master, Fix-Kit, Essential Product Assortments, Quik-Select, Quik-Select II, FP 4 Pack and miscellaneous plastic drawers) CANNOT be returned for credit
- Bins, Cabinets, Drawers, and Trays CANNOT be returned for credit due to wear and tear.
- Display Books or Catalogs CANNOT be returned for credit.
- AuvecoPaks and AuvecoPak Merchandisers CANNOT be returned for credit.
- Private Label SKUs CANNOT be returned for credit.
- Unbroken & original packaged items that have customer or 3rd party labels or markings on Auveco labels CANNOT be returned for credit.
- Automotive lightbulbs CANNOT be returned due to fragile nature of the product. Please inspect bulbs for damage upon delivery. Any bulbs that are found damaged within 10 days will be replaced.

13.3 Exchanges

- Exchanges are only available for defective or damaged items. Please contact Customer Service (mail@auveco.com).

14. Credits and Payments

- Credits apply to open invoices or future purchases.
- Credits issued, that are not directly associated with open invoices, will be automatically applied to Past Due invoices, should they exist.
- Credits and overpayments expire after 270 days.
- Overpayments or Payments with no or supporting details that do not align to current statements may be applied to open invoices at Auveco's discretion.

15. Governing Law

These Terms are governed by the laws of the Commonwealth of Kentucky.