



# Frequently Asked Questions

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## **Finding Parts or Accessories/Year, Make, Model and VIN**

### **1. How do I find the part I need for my vehicle?**

For the most accurate results and to help ensure you get the correct part for your vehicle, enter your GM VIN (Vehicle Identification Number). You can also search by entering your vehicle's Year, Make and Model. For more technical questions regarding which part is right for your vehicle, please reach out to your local GM Dealer to ensure you are purchasing the correct part for your vehicle.

### **2. What if I don't know my vehicle's Year/Make/Model?**

Please check your state vehicle registration to find the Year, Make and Model of your vehicle.


### **3. How do I find my vehicle's VIN?**

You can find your VIN in one of the following ways:

- On most vehicles, you can look on your dashboard on the driver's side of the vehicle –where your dashboard meets your windshield. Your VIN is best viewed from outside the vehicle
- On most vehicles, open your driver's side door and find the VIN sticker on the doorframe
- Check your state vehicle registration. VINs are listed on registrations in most states
- If you receive a monthly diagnostics report email, your VIN may be found when you view it.

## **Ordering/Adjusting Cart/Pricing**

### **4. How do I remove an item from my cart?**

To remove an item from your cart, simply click on the “waste basket”  icon on your order page.

### **5. Can I place an order over the phone?**

Please contact your dealer for ordering options.

### **6. My order won't go through on your website. Can you help?**

If you are having trouble with an order on the Parts or Accessories Websites, you can try refreshing the page.

If that doesn't work, clear your browser's cookies and cache, then add the items to your cart and try again.

If your order still doesn't go through, you can call shopping support at (844) 847-1118 for assistance.

### **7. What different methods are available for payment?**

We accept all major credit cards, including Visa, Mastercard<sup>†</sup>, Discover<sup>®</sup> and American Express<sup>®</sup>, Google Pay and Apple Pay. All purchases must be completed online. For alternate purchase arrangements, please contact the dealer directly.

<sup>†</sup> Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated.

### **8. Why doesn't my part fit?**

Please contact your dealer with any vehicle specific questions. If needed, your dealer contact information can be found on your order acknowledgement email.

### **9. Why haven't I been contacted about my installation?**

Please contact your dealer for questions regarding scheduling your installation.

### **10. Why do prices on Parts change?**

Orders are fulfilled by our network of third-party sellers. Each seller that participates in the Parts Program to sell on our websites is independently owned and operated and sets their own prices for the services and parts that they offer. Once you select a seller, you will see their price for the item displayed.

## **Ordering Status, History and Issues**

### **11. What is the status of my order?**

If you have a My Account, you can sign in and check the "Orders" page on the parts and accessories websites, or view your "Order History".

For pickup orders, you can also contact the seller directly using the contact information and order number from your order confirmation email. If your order was shipped, use the tracking number provided in your shipping confirmation email to track it.

If you didn't receive your order, you can contact the seller or call shopping support at (844) 847-1118 for assistance

### **12. Tracking shows the part was delivered, but I never received it.**

In the event of a missing order, please contact the dealer or shopping support at 1-844-847-1118 for assistance in replacing your order. Please be ready to provide your order or tracking number as a reference.

## **Order Cancel/Return Policy/Warranties/Counterfeit Parts**

### **13. How do I cancel my parts or accessories order?**

Please contact ecommerce shopping support at [\(844\) 847-1118](tel:844-847-1118).

### **14. How do I make a return?**

GM Genuine Parts, ACDelco parts or Accessories purchased online and shipped directly to you or picked up at a dealer may be returned under the conditions outlined below. If your purchased part(s) or accessory meet these conditions, you must contact or visit the selling dealer to start a return or exchange.

To be eligible for a return or exchange, the item(s):

- Must be returned to the selling dealership within 30 days of receipt
- Must be in original condition (i.e., new, unused and uninstalled), and returned with all parts, components, instructions and in the original shipping container
- Batteries, EV Chargers and Electrical Parts are not returnable. - EV charging adapters are returnable to the selling dealership within 30 days of receipt.
- All returns are subject to seller dealership inspection.

Sellers reserve the right to refuse the return of any parts that have been opened, unsealed, or used in any manner, or that do not meet the above criteria.

All returns will be refunded in the original purchase tender type. For more information on GM Rewards points returns, visit their [Terms and Conditions](#).

### **CANCELLATIONS AND RETURNS – GM ENERGY HOME ENERGY PRODUCTS**

You may request to cancel your order for GM Energy Home Energy Products at any time prior to shipment of those products by calling a GM Energy Home Energy Consultant at (833) 64POWER. Your GM Energy Home Energy Products order cannot be cancelled if the products have shipped. If you made a payment on a GM Energy Home Energy Products order before cancelling that order, you will receive a full refund on the payment card used to make the purchase within 30 days of GM Energy's acceptance of your cancellation request. You may initiate a return of GM Energy Home Energy Products within 14 days following delivery, subject to the terms and conditions contained herein. To initiate a return and schedule shipping, please contact a GM Energy Home Energy Consultant at (833) 64POWER. Any returned GM Energy Home Energy Products must be undamaged, in original (as received), unopened packaging, in new, noninstalled, resalable condition, with all instructions, paperwork and hardware. If any of these conditions are not met or any return is incomplete, GM Energy may choose not to accept your return. Shipping costs are non-refundable. GM Energy has no responsibility for returned GM Energy Home Energy Products that are lost or damaged during transit, and such losses and damages are solely your responsibility. In addition, all accepted returns will be subject to a restocking fee equal to 15% of the purchase price of the returned GM Energy Home Energy Product(s). Once GM Energy receives and inspects your return item(s), and determines that all return requirements are satisfied, GM Energy will issue a refund of your payment, minus the 15% restocking fee. GM Energy will process your refund on the same payment card used to make the purchase within 30 days of receipt of your returned items.

### **15. What do I do if I received a part I didn't order/wrong part/empty box/a damaged part? How do I get a replacement?**

In the event an incorrect or damaged part was received, please contact your dealer or shopping support at 844-847-1118 to do one of the following:

- Coordinate an exchange with the dealer for the correct part
- Refund shipping
- Refund the order

## 16. What do I do in the event of a product recall?

In the event of a product recall, please visit <https://experience.gm.com/ownercenter/recalls> for complete details.

## 17. What is the warranty for parts and accessories?

For parts, please visit <https://www.gmparts.com/warranty> for more information about warranties.

For accessories. LIMITED WARRANTY. Accessories installed by an authorized GM Dealer will be covered, parts and labor, for the longer of the following: a) 12 months/12,000 miles (whichever comes first), or b) the balance of the applicable portion of the New Vehicle Limited Warranty. See your dealer for details.

Accessories (i) purchased at a dealership (but not installed by a dealer), (ii) shipped directly to a customer, or (iii) not requiring installation will receive the standard GM Dealer Parts Warranty of 12 months from the date of purchase, parts only, regardless of miles.

Associated Accessories are provided by independent companies and are not warranted by GM or its dealers. The independent company providing an Associated Accessory, rather than GM, is responsible for the safety and quality of Associated Accessories.

## 18. How do I get a replacement part or accessory for one that failed during the warranty period?

Warranties for parts are honored at the retailer/location/online retailer from which you purchased the part. View all warranty information for parts at <https://www.gmparts.com/warranty>.

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## 19. What do I do if I suspect I have a counterfeit part?

If you suspect a part you have purchased is a fake, or if you have information regarding counterfeit activities, please visit <https://www.gmparts.com/counterfeit-parts> for information about how to contact the GM Global Brand Protection Team.

## **My Account**

### 20. Do I need to create a profile to place an order?

When placing an order, you have the option of signing in with your returning customer credentials or using the guest checkout. Creating an account allows you to view your order history, store your payment method and enroll in GM Rewards.

### 21. How do I set-up/make changes to my profile?

Set up a My Account on <https://experience.gm.com/myaccount/reg/create-account>. You should use the same email address you provided to your dealer when you bought your vehicle.

To change your mailing address, phone number, email, password, payment method or PIN on your profile page, you will need to sign in to My Account on <https://experience.gm.com/myaccount/overview>.

- **Mailing Address:** You can edit, add, or remove addresses on the Personal Info page under the Address section.
- **Phone Number:** On the Personal Info page, select "Edit" in the Phone Number section to add or remove a number.
- **Email:** On the Personal Info page, you can edit, add, or remove email addresses. You can also designate which email is used for your account login.
- **Password:** After signing in, go to the "Login & Security" tile. In the password section, you can change your password by entering your current and new password.
- **Payment Method:** After signing in, go to the "Payments" tile and select "Add Payment Method"
- **PIN:** After signing in, go to the "Login & Security" tile. In the PIN area, select "Change PIN," enter and confirm your new PIN, and then re-enter your password to confirm the change.

## **22. How do I reset my password?**

If you've forgotten your password, please visit the [Forgot password Page](#) and enter the email address associated with your account. We'll email you a link to reset your password on Owner Center. Make sure to click the Reset password button in the email within 30 minutes to create your new password.

## **Rewards Points/Loyalty**

### **23. What is the difference between a coupon and rewards/loyalty program?**

A coupon is a limited-time offer by either the manufacturer or the dealer for a set value. The GM Rewards program gives members the opportunity to earn and redeem points in a variety of ways.

From purchasing parts or accessories online to leasing an eligible, new GM vehicle or paying for service at a participating dealer. For the most up-to-date information about earning and redeem options, please refer to <https://experience.gm.com/rewards>

### **24. How do I apply GM Rewards† points to my purchase? / How many reward points do I have?**

Simply log onto your profile to check your rewards points balance. During the checkout process, you can select the amount of points (in conjunction with Rewards program rules) you'd like to apply toward your purchase.

†Must be 18 years or older. Points may be earned and redeemed only at participating GM entities, dealers or third-party retailers in the United States (excluding Puerto Rico, the U.S. Virgin Islands or Guam). Points are not earned on taxes, fees or body shop repair orders and expire 5 years from when points are earned. Some restrictions apply. Visit <https://experience.gm.com/to> view program Terms & Conditions.

### **25. I returned my product, how do I get my points refunded?**

Upon return of the product, your GM Rewards points will be returned to your account within 24-48 hours after the product return has been confirmed by the dealer. Should you need assistance obtaining the point refund, please contact customer support by calling (844) 847-1118.

### **26. Why don't the points balance in my GM Rewards account match the online shopping record?**

If there is a point balance discrepancy during your shopping experience, please contact the eCommerce support center at (844) 847-1118.

## **Shipping Policies**

### **27. Do you ship to PO boxes?**

We presently do not ship to PO boxes.

### **28. Do you ship to armed forces personnel at APO and FPO addresses?**

All APO and FPO addresses located in the United States are eligible for shipping.

### **29. Can you ship outside the U.S.?**

At the present time, shipping is only available in the United States.

## **Core Charge**

### **30. What is a "core charge"?**

Certain automotive parts can be recycled and remanufactured for future use. These parts have a "core charge" that is used as a deposit on the portion of the part that can be reused.

The reason for this charge is to encourage the return of your old part. When the recyclable component from your old part is returned, the charge is refunded to you.

There are two ways to receive your core charge refund:

- If you had the product shipped to your home, visit <https://acdelcocorererefund.com/> and follow the instructions to complete your return and refund request.
- If you picked up the part or had it installed at a dealership, the core must be returned to the dealership where it was purchased.

You'll receive the full core rebate as long as the core is complete and returned in its original ACDELCO box. Please make sure to drain all liquids and place the part in a plastic bag to avoid leakage during the return process. The core return must be received within six months of the purchase date of your new or remanufactured unit.