

DL APPLIANCE PARTS

RETURNS, EXCHANGES & LIMITED REFUND POLICY

APPROVED & LOCKED

Document ID	DLAP-POL-RET-001
Revision	1.1
Document Type	Returns, Exchanges & Limited Refund Policy
Status	APPROVED & LOCKED
Owner	DL Appliance Parts
Oversight	Legacy Technical Standards (LTS)
Supersedes	Revision 1.0

Our Commitment

At DL Appliance Parts, eligible LTS Quality Verified™ Pre-Owned OEM appliance parts undergo a documented quality assurance and verification process appropriate to the individual part before being offered for sale.

Where applicable, this process may include cleaning, visual inspection, functional testing, photography, grading, and digital traceability.

LTS Quality Verified™ status is item-specific. Testing, inspection, grading, traceability, or the presence of an LTS identification mark does not independently establish LTS Quality Verified™ status.

Our goal is to provide reliable replacement parts while ensuring every customer receives the correct product.

Return Authorization Required

All returns require a Return Merchandise Authorization (RMA) issued by DL Appliance Parts prior to returning any item.

Returns received without an approved RMA may be refused or returned to the sender.

Customer Ordering Error

If you ordered the wrong part, DL Appliance Parts will assist where possible.

Eligible items may be exchanged or issued as store credit provided they:

- Are returned within 30 days of delivery.
- Have not been installed, modified, or damaged.
- Are returned in their original packaging whenever possible.
- Pass DL Appliance Parts inspection and authentication.

- Can be reasonably authenticated and linked to the original DL Appliance Parts transaction.

Where an LTS identification/security mark is present, it may be used as part of the authentication and traceability process.

The presence, absence, alteration, or inability to verify an LTS identification/security mark does not by itself establish or disprove LTS Quality Verified™ status. Authentication will consider the available identification and traceability evidence as a whole.

Customers are responsible for return shipping costs for customer-ordering errors.

A restocking fee may apply where permitted and will be disclosed during the RMA process.

Defective or Incorrect Parts

If an eligible LTS Quality Verified™ DL Appliance Parts item is found to be defective, or if DL Appliance Parts shipped the incorrect item, please contact DL Appliance Parts immediately.

After inspection and evaluation, DL Appliance Parts may, at its discretion:

- Replace the part with an identical replacement where available and eligible.
- Provide a comparable replacement if available.
- Issue store credit.
- Issue a refund if a replacement is unavailable or another remedy is required.

Replacement is the preferred resolution whenever possible.

A replacement part does not automatically inherit the original part's LTS Quality Verified™ status. Any replacement represented as LTS Quality Verified™ must have its own applicable LTS verification status established and recorded.

Shipping Damage

If your order arrives damaged, notify DL Appliance Parts within 48 hours of delivery and retain all packaging materials.

Provide photographs of the packaging and damaged item.

Once the available information has been reviewed and the damage verified, DL Appliance Parts will arrange an appropriate replacement or other resolution.

Return Inspection

Every returned part undergoes inspection before any exchange, credit, or refund is approved.

Inspection may include:

- Part identity.
- OEM part number.
- Physical condition.
- Functional condition where applicable.
- Available LTS verification record.
- Available digital QR traceability record.
- LTS identification/security mark where applicable.

Return inspection and authentication do not create or confer LTS Quality Verified™ status.

Returned items that cannot be reasonably authenticated as the original DL Appliance Parts product may be rejected.

Anti-Fraud Protection

Eligible LTS Quality Verified™ parts may be uniquely identified through the DLAP/LTS traceability system, which may include:

- Appliance Intake Numbers (AIN).
- Internal inventory numbers.
- Digital QR traceability.
- Inspection and testing records.
- LTS identification/security marks.

Returns may be denied where inspection or available evidence establishes that:

- The returned item is not the original DL Appliance Parts part.
- A component has been substituted with another component.
- The component has been intentionally modified, abused, or damaged after delivery.
- Identification or traceability evidence has been materially altered in a manner that prevents reasonable authentication.
- Available evidence does not support the return claim.

An LTS identification/security mark is an authentication and traceability aid. It is not, by itself, proof of current LTS Quality Verified™ status.

DL Appliance Parts reserves the right to document and retain evidence of suspected fraudulent returns.

Non-Returnable Items

The following items are not eligible for return unless required by applicable law:

- Parts sold for salvage or core value.
- Items identified as Final Sale.
- Parts damaged due to improper installation.
- Parts modified after delivery.
- Electrical damage resulting from improper wiring or misuse.

- Products that cannot reasonably be authenticated because identifying information or traceability evidence is materially missing or compromised.

Installation Responsibility

Customers are responsible for verifying compatibility before installation.

Professional installation is recommended for electrical and electronic components.

Damage resulting from improper installation, misuse, neglect, abuse, or unauthorized modification is not covered under this policy.

Relationship to the 90-Day Limited Functional Warranty

This policy governs returns, exchanges, and limited refunds.

The separate 90-Day Limited Functional Warranty governs eligible functional-defect claims and is subject to the terms established in DLAP-POL-TOS-001 — Terms of Service and 90-Day Limited Functional Warranty.

A customer's eligibility for a return under this policy does not automatically establish warranty coverage.

Likewise, warranty coverage does not automatically create eligibility for a customer-ordering-error return.

Refunds

Refunds are not our primary remedy.

Where appropriate, DL Appliance Parts will first attempt to resolve eligible claims through replacement or exchange.

Refunds may be issued when:

- No approved replacement is available.
- Store credit is not appropriate.
- Applicable law requires a refund.
- DL Appliance Parts determines that a refund is the most appropriate resolution.

Approved refunds will be processed using the original payment method whenever practicable.

Questions

If you require assistance regarding compatibility, installation, warranty, or returns, please contact DL Appliance Parts before placing your order.

Our team is committed to helping you obtain the correct replacement part the first time.

Contact: info@dlverifiedappliance.ca

Revision History

Revision	Status	Description
1.0	Superseded	Original Returns, Exchanges & Limited Refund Policy
1.1	APPROVED & LOCKED	Consolidated alignment of LTS Quality Verified™ status, authentication/security-mark controls, replacement status, return inspection, and separation of return provisions from the 90-day functional warranty.