

Refund Policy

Connecticut Mustang LLC
274 Old South Avenue, Stratford, CT 06615
203-384-0525

90 Day Limited Parts Warranty:

If the part fails under normal use, Connecticut Mustang LLC's exclusive remedy is to replace the part, repair the part, order a replacement or refund the purchase price.

The following conditions apply to the 90 Day Limited Parts Warranty:

All procedures must be performed by a licensed mechanic only, failure to do so will void the warranty.

- Invoice must accompany all claims under warranty.
- The part being returned must be marked with our ink or otherwise verified to be the original part purchased.
- Original purchaser must make warranty claim. This will be verified with a driver's license or state issued photo id.
- Defective merchandise must be returned in the same condition as when sold and within 90 days of purchase.
- Any sheet metal damage claim must be made at the time of delivery or pickup.
- Connecticut Mustang LLC must be notified of any defective transmissions, engines and axle assemblies prior to any repairs to fix the defective part.
- Labor is not covered.
- Parts used for anything other than their original application are not covered under any warranty. (i.e. racing, off road or commercial use).
- We reserve the right to have the original part inspected by a specialist (Transmission or Engine shop) to determine the cause of failure.
- Connecticut Mustang LLC reserves the right to determine whether part replacement or refund is to be issued.
- Specific parts may require additional procedures before and during installation. A licensed mechanic must install your part. Consult a professional or the manufacturer for additional installation guidelines. Failure to do so will void the warranty.
- Improper installation will void your warranty. New seals, fluids, belts, water pumps and filters are required where applicable.
- We guarantee our engines and transmissions against rod knock, excessive smoke, cracked block and excessive oil consumption.
- Accessories such as water pump, throttle body, fuel rails valve covers and manifolds are not covered or guaranteed and are left on for the customer's convenience.
- Failure to perform the proper installation steps will void your warranty.
- You must replace all seals prior to installation including but not limited to front seals, axle shaft seals, cooler line seals, and oil pan seals, failure to do so will void your warranty.
- You must use the correct fluid in your purchased engine or transmission. The correct fluid is specified by the manufacturer. Failure to do so will void your warranty.
- All parts with filters, especially transmissions, must have filter kits installed, failure to do so will void your warranty.
- It is extremely important to perform a hot flush or replace transmission coolers. Other methods will not remove all the debris in your transmission cooler and will damage the replacement unit, failure to do so will void your warranty.
- Clear all previous error codes in all control modules related to the replacement part and perform any "relearn" procedure performed by a licensed mechanic only before a road test is performed, failure to do so will void your warranty.

Return Policy:

If you need to return an unneeded part, it must accompany the invoice and be made within 30 days. 75% of the purchase price will be refunded. 25% covers our overhead and labor costs involved in pulling the part and restocking it. This amount may be adjusted at the sellers' discretion. If in store credit is accepted by the purchaser, the 25% restocking fee may or may not be charged; this is at Connecticut Mustang LLC discretion.

Parts must be returned unused by the purchaser and in the same condition as purchased.

Engines, chassis, computers and cut to order sheet metal may not be returned.

Special Order parts may not be returned.

Electrical parts are sold as is and may not be returned. In addition, refunds will not be processed for them.

Parts that are shipped in from another yard will carry that company's warranty and not Connecticut Mustang LLC's.