

Refund & Returns Policy – Lavidio Auto Parts

At Lavidio Auto Parts, we strive to provide high-quality automotive parts and excellent customer service. If you are not completely satisfied with your purchase, please review our refund and return policy below.

1. Return Eligibility

- Customers may request a return within 7–14 days of receiving the item.
- The item must be unused and in its original condition.
- The item must be in the original packaging.
- Proof of purchase or invoice must be provided.

2. Non-Returnable Items

- Electrical components that have been installed or tampered with.
- Special order or imported parts.
- Items returned without original packaging or proof of purchase.

3. Incorrect or Defective Parts

- If you receive a defective, damaged, or incorrect part, please contact us within 48 hours of delivery.
- A replacement or refund may be arranged depending on the situation.
- Photos or videos may be requested as proof.

4. Refund Process

- Once the returned item is received and inspected, we will notify you of the approval or rejection.
- Approved refunds will be processed within 5–7 business days.
- Refunds will be issued via the original payment method where possible.

5. Return Shipping

- Customers are responsible for return shipping costs unless the item received was defective or incorrect.
- We recommend using a trackable shipping service.

6. Exchanges

- If you ordered the wrong part, exchanges may be allowed subject to stock availability.
- The returned item must still meet the return conditions.

7. Contact Information

- Lavidio Auto Parts
- Email: support@lavidioautoparts.com
- Phone/WhatsApp: Your Business Number