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O'reilly core return policy

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Want to return an O'Reilly Auto Parts item but unsure about the process? Our guide explains how to initiate a return, including online and in-store purchases, and what you need to do to get a refund. You can return items up to three to five business days after purchase, as long as you have the original receipt. To start the return process, follow these steps: Create an account or sign in to O'Reilly's website; Click on My Orders; Choose Return Items; Get a Return Material Authorization (RMA) number. When returning online orders, keep in mind that you're responsible for shipping costs and must obtain an RMA. Same-day returns can be made at any O'Reilly Auto Parts store. You can also return cores to any O'Reilly store or ship them directly to the company's online store, but make sure to get an RMA first. Before sending back a core, ensure it has been drained of fluids (if applicable). If your return is rejected, you'll have to pay a shipping fee to receive it back. The company will refund your original payment method within three to five business days after inspecting the returned item. If you're having issues with a damaged or defective product, email O'Reilly Auto Parts or call their customer service number for assistance. If you lost your receipt, unfortunately, you can't return any items without it - there are no exceptions. If you're unhappy with an item from O'Reilly Auto Parts, you can request a return or exchange. To dispute any future issues, it's helpful to send a written request. Additionally, you can check out our other return policy guides. To request a refund for a defective item using DoNotPay, follow these steps: locate the File a Chargeback option, click on Get Protected, answer some basic questions from our chatbot, and then sign and submit the request. If you feel like O'Reilly Auto Parts wronged you, let DoNotPay help you send demand letters to them in small claims court. We can assist by writing a request letter, completing necessary court forms, and filing your complaint. Aside from helping with returns, DoNotPay can also assist with getting refunds for late, missing, or damaged deliveries. We can even help cancel unwanted services and provide virtual credit cards that terminate free trials before companies charge you. Once signed up, you can report spammers, annoying robocalls, and real-life stalkers and harassers to earn rewards. DoNotPay can also help send demand letters to any company or individual in small claims court if you feel like they wronged you. To avoid bureaucratic procedures, turn to DoNotPay for assistance with composing a return request letter. Our app will guide you through the process and help you avoid similar hassles. At O'ReillyAuto.com, you can view the availability status of items at stores near you and make online purchases. Once your order is ready, you'll receive an email indicating it's available to pick up. Please bring the required documents and cards with you when picking up your order. Online orders can only be fulfilled through physical locations, and certain items may require in-store pickup. Orders will be held for three days; if not picked up, they'll be cancelled and refunded. If a designated pick-up person is needed, specify them during checkout. For out-of-stock items, consult local O'Reilly Auto Parts store staff. We need your exact Name and Billing Address as it appears on your Credit Card statement for processing purposes. Any errors may result in order rejection, so please contact your credit card institution for assistance. You're required to provide your phone number during checkout because O'Reilly uses this information to verify warranties. Your provided phone number is kept confidential and not shared with third parties. For more details on our data handling practices, visit our Privacy Policy page. Pricing may vary when you check out at a local store compared to the online total due to differences in costs such as sales tax and location-specific promotions. The amount shown during checkout might differ from the final price once your order is fulfilled. We accept major credit cards and O'Reilly Auto gift cards online, while our physical stores only accept cash and checks. Taxes are applied based on the state where we have a physical presence or the destination of the order shipment. As a result, applicable state and local taxes will be charged. Orders typically process within 2 days, with all items shipped from nearby distribution centers. Shipping options include Standard Ground, Priority, and Expedited; you'll see these options at checkout. Keep in mind that orders with multiple packages or those exceeding the \$35 minimum may impact next-day delivery eligibility and costs. Also, note that our shipping estimates are subject to change based on weather, warehouse availability, and geographic limitations. Delivery and Shipping Information We offer shipping to locations within the 50 United States, but international addresses including Canada and Mexico are not supported at this time. Customers can enter a different shipping address during checkout. APO or FPO addresses cannot be shipped to O'Reilly Auto Parts due to current limitations. However, we are monitoring requests for this service and may consider it in the future. Post Office boxes are also not accepted as delivery addresses due to logistical restrictions requiring physical street addresses. Estimated delivery times vary depending on shipping method, with Standard Ground deliveries typically taking 3-5 days. Tracking information can be found via email confirmation or by logging into your account. Credit card information is processed securely at checkout, and payment will be charged upon order shipment. A Card Identification Number (CID) is required for secure transactions and must be provided each time an order is placed. If your package goes missing or gets stolen, it's essential to report the issue to O'Reilly Auto Parts within 48 hours of the shipping carrier's confirming delivery. Check the tracking number and verify that someone else didn't receive the package. If you still can't locate it, consider filing a police report and checking with your insurance company about coverage. To initiate an investigation, contact O'Reilly Auto Parts' Online Order Support via phone, chat, or email. Note that O'Reilly Auto Parts is not responsible for replacing or refunding orders that show as delivered according to the shipping carrier's tracking. If you need to return a new item, both online and in-store purchases can be returned to your local store without a time limit if you have the original purchase receipt. Ensure the item remains in its original packaging with all supplied materials. Online orders require an RMA from O'ReillyAuto.com, which can be obtained by signing in or creating an account and selecting the "My Orders" tab followed by the "Return Items" option. Customers are responsible for shipping costs, and returns sent COD will not be accepted. You may also return cores to any O'Reilly Auto Parts store with a packing slip or shipping confirmation email. Cores can be returned directly to O'ReillyAuto.com at the customer's expense after obtaining an RMA from the website. For assistance, call Online Order Support at 1-888-327-7153, option 1. Here are the instructions for returning items: 1. Go to your "My Orders" tab and select "Return Items." 2. New batteries can't be returned once installed, unless tested at an O'Reilly Auto Parts store and found defective. 3. Batteries that have been stored "dry" or had acid added cannot be returned once opened. 4. To return items easily and cost-effectively, visit your local O'Reilly Auto Parts store. If this isn't possible, you can mail the return to O'ReillyAuto.com. 5. If approved for a refund, the item's value will be credited back to the original payment method (gift/credit/debit card) within 1-3 business days after receipt. 6. To ensure safe and reliable shipping, we recommend using a carrier with tracking, insurance, and delivery confirmation (like UPS or FedEx). If using USPS mail, request a signature upon delivery. 7. Items sent for return that aren't approved won't be accepted back unless you pay shipping on that item. 8. For returns involving warranties, defects, errors, or damage during shipping, email us through the Online Ordering section of the Contact Us page or call toll-free at 1.888.327.7153, option 1. Please provide your order number and a brief description of the issue. 9. An Online Order Support agent will assist with the return process and provide a Return Code (RMA) and prepaid shipping label (if applicable). 10. All returned merchandise is subject to inspection and approval before a refund can be issued. Retail store credit won't be given; we'll only refund the original payment method. 11. Clearance items, custom-made or modified parts aren't eligible for return. 12. At O'Reilly Auto Parts, we prioritize your safety and want to prevent vehicle damage. We have Professional Parts People and powerful search software to guide you through the process. 13. While we strive for accurate part information, human and/or software errors can occur. These errors might cause an incorrect part to be displayed as a search result. 14. To ensure the correct part is purchased, follow these 4 steps: * Ensure all vehicle information provided is correct. * Read and understand all informational checkmarks listed with each part. * If there are codes or statements that don't match your vehicle, don't buy the part. * If you're unsure about any information, contact a team member at your local store or our Customer Service department. When purchasin a new part from O'Reilly Auto Parts, make sure to double-check the photos and descriptions on our website. Compare the pictures with your old part if they are not labeled as "representative" photos. Once you receive the part, compare it with your old one again. If somethin don't seem right, get in touch with us before installin it to confirm that it's the correct part. Failure to choose the right part can lead to damage to your vehicle, serious injury or death, so be careful! If you're unsure, just ask one of our friendly team members for help. Some parts we sell come with a core charge, which means you'll need to pay extra for recyclin or reusin the old part. But don't worry, if you return the old part in good condition, the core charge will be credited back to your card. Just keep in mind that you're responsible for shipmin the core back to us. If you're havin trouble findin replacement parts for an older vehicle online, just visit your local O'Reilly store and they'll be happy to help. We're also workin on gettin more detailed descriptions and images up on our website, but in the meantime, give 'em a call or visit in person. We've got a list of supported browsers if you need it - basically any current browser will do the trick. And don't worry, we can't help with motorcycle, ATV or watercraft parts online (at least not yet!), so just head to your local store for some expert advice. Since every vehicle is different, we can't provide detailed install instructions for each part. But we've got repair manuals and online services that might be able to lend a hand. Our manufacturers sometimes include limited instructions with the parts too, so be sure to check those out! If unsure about installing a car part, don't go it alone - seek help from an expert instead. Not following proper installation procedures can lead to costly vehicle damage, severe harm, or even fatal consequences. It's always best to play it safe and consult with a certified professional for guidance, either by asking questions or having them handle the install themselves.