



November 3, 2022

Attn: Collision Repair Program participant

RE: Updates to recycled parts policy and listings in Car-Part.com

Hello Collision Repair Program Participant,

We're always looking for ways to streamline our processes to make serving our mutual customers more straightforward.

Effective December 5 we're making updates to the freight portion of our [Recycled Parts policy](#) to allow recyclers to calculate the shipping based on a facility's postal code and part type through the Car-Part system. This means the inventoried parts price will be inclusive of all additional fees including freight, crating and other charges.

Currently, if a facility is within 60 km of a recycler's location, parts are priced inclusive of delivery fees. If a facility is more than 60 km away, delivery fees are quoted separately.

The updates better align our policy with the Car-Part.com processes, ensure recyclers price parts including all additional fees, and allow our collision repair facilities to be fully aware of the part price when making repair replace decisions.

What does this mean for collision repair facilities?

Parts prices listed in Car-Part after December 5, will now represent the landed cost of the part inclusive of freight, crating, delivery fees. Recyclers may breakout the shipping/crating costs separately on your invoice to the facilities, however the total combined price for the part must match what was quoted. Recyclers will not be able to add fees beyond what's quoted in inventory.

Exceptions

Recyclers may still quote additional costs to the collision repair facility if orders include major mechanical parts (for example, engines, transmissions, transfer cases, differentials) that require special handling or if the collision repair facility is located in a remote area of the province that is not readily serviced. Additional costs must be quoted to the collision repair facility before shipping.

Questions?

We're here to help. Please reach out to your [MD Account Services Representative](#) if you have questions.

Thank you for your continued commitment to supporting our mutual customers.

Sincerely,

Jamie Nunn
Manager, MD Program Services

