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## **McDaniels Only Parts**

McDaniels installs only parts, fluids and other supplies that we sell. Client supplied parts are unacceptable. Our Technicians are trained to install factory specified parts. Any remanufactured or reconditioned parts that we may offer are done so only after appropriate personnel, possibly including the Chief Operating Officer and Dealer have agreed to offer specific products from a given vendor. McDaniels does not install, handle, store or return parts obtained from other sources. Even a part in a manufacturer package should not be used for maintenance or repair as it could be gray market or factory seconds (rejects).

There are several reasons for this policy including:

- Parts can be of unknown quality.
- Parts sales help fund our ongoing operations.
- Manufacturer agreements compel our purchase of certain OEM parts.
- Liability issues from installation of unknown sourced parts.
- Loss of Technicians' efficiency when installing 'near quality' parts.

We must refuse work on all vehicles where McDaniels is not the source of all parts to be installed on vehicles.

*As always, suggestions for improvements to our policies and procedures should be directed toward the Dealer Principal or Chief Operating Officer.*