

Radiator Grille Store

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Naperville, IL 60563



Website Terms of Sale and Use

Last Updated: July 17, 2026

These Terms and Conditions ("Terms") govern your access to and use of the Radiator Grille Store website located at www.RadiatorGrilleStore.com, including all affiliated websites, subdomains, mobile applications, digital content, products, and services (collectively, the "Website"), owned and operated by Radiator Grille Store ("RGS," "we," "our," or "us").

Acceptance of Terms

By accessing, browsing, creating an account, placing an order, or otherwise using this Website, you acknowledge that you have read, understood, and agree to be legally bound by these Terms and Conditions, our Privacy Policy, Return Policy, Shipping Policy, Warranty Policy (if applicable), and any other policies or guidelines published on this Website, all of which are incorporated herein by reference.

By placing an order through Radiator Grille Store, you specifically acknowledge and agree that you have read, understood, and accepted these Terms and Conditions, including but not limited to the Return Policy, Shipping Policy, Product Warranty and Disclaimer, Chargeback and Payment Dispute Policy, and any product-specific policies applicable to your purchase.

If you do not agree to these Terms, you must immediately discontinue use of this Website and refrain from placing any orders.

Radiator Grille Store reserves the right to revise these Terms at any time without prior notice. Updated Terms become effective immediately upon publication on the Website. Continued use of the Website following any modification constitutes acceptance of the revised Terms.

1. Website Use

Radiator Grille Store grants you a limited, non-exclusive, non-transferable, revocable license to access and use this Website solely for your personal, lawful, and non-commercial purposes.

You agree that you will not:

- Use the Website for any unlawful purpose.
- Violate any applicable federal, state, local, or international laws or regulations.
- Attempt to gain unauthorized access to any portion of the Website, servers, databases, or networks.
- Introduce viruses, malware, ransomware, bots, spiders, automated scripts, or other technologies intended to disrupt or interfere with Website operations.

- Copy, reproduce, distribute, publish, scrape, harvest, mirror, frame, or commercially exploit any Website content without prior written authorization.
- Misrepresent your identity or submit fraudulent orders.
- Interfere with other users' ability to access or use the Website.
- Circumvent security features or technological protections implemented by Radiator Grille Store.

Radiator Grille Store reserves the right to suspend or terminate Website access, refuse service, cancel orders, or pursue any available legal remedies if these Terms are violated.

2. Intellectual Property

Unless otherwise expressly stated, all content available through the Website is the exclusive property of Radiator Grille Store or its licensors and is protected by United States and international copyright, trademark, trade dress, patent, and other intellectual property laws.

Protected content includes, but is not limited to:

- Product designs
- CAD drawings
- 3D models
- Engineering files
- Product specifications
- Product photography
- Vehicle photography
- Logos
- Trademarks
- Trade dress
- Website layout and design
- Installation instructions
- Installation videos
- Written content
- Graphics
- Product descriptions
- Digital downloads
- Marketing materials
- Software
- Source code
- Databases
- Audio and video content

No portion of the Website or its content may be copied, reproduced, modified, reverse engineered, distributed, transmitted, republished, sold, licensed, or otherwise exploited without the prior written consent of Radiator Grille Store.

Customers are encouraged to share photographs or videos of their vehicles featuring Radiator Grille Store products. By voluntarily submitting such content through email, social media, text message, online reviews, or other means, you grant Radiator Grille Store a perpetual, worldwide, royalty-free, irrevocable

license to use, reproduce, publish, modify, distribute, display, and promote such content for advertising, promotional, educational, and commercial purposes without additional compensation.

Nothing contained within these Terms shall be construed as granting any license or ownership interest in any Radiator Grille Store intellectual property.

3. Product Information, Fitment & Installation

Radiator Grille Store makes every reasonable effort to provide accurate product descriptions, specifications, photographs, compatibility information, and installation guidance. However, vehicle manufacturers frequently make production changes during model years, optional equipment varies, and prior vehicle modifications may affect compatibility.

Customers are solely responsible for verifying that a product is compatible with their specific vehicle before placing an order.

If there is any uncertainty regarding compatibility, customers are encouraged to contact Radiator Grille Store prior to purchase. Our team is happy to assist with fitment verification whenever possible.

Product photographs are intended to represent the general appearance of the product. Due to differences in lighting, monitor calibration, manufacturing processes, and natural material variations, actual products may vary slightly in color, texture, finish, or appearance.

Installation should be performed carefully using appropriate tools while following all supplied instructions and applicable safety procedures.

Radiator Grille Store is not responsible for:

- Improper installation
- Installation errors
- Damage caused during installation
- Vehicle modifications
- Incompatible aftermarket accessories
- Improper use
- Abuse
- Neglect
- Accidents
- Failure to follow installation instructions

Customers should inspect all products immediately upon receipt. If a product appears damaged, defective, or incorrect, it should not be installed. Installation of a product generally constitutes acceptance of its condition unless the issue involves a latent manufacturing defect that could not reasonably have been discovered prior to installation.

Customers experiencing installation questions are encouraged to contact Radiator Grille Store before initiating a return. Our technical support team is often able to assist with installation and resolve concerns without requiring product returns.

4. Product Disclaimer and Limited Warranty

Radiator Grille Store products are intended for automotive enthusiasts and should be installed and used responsibly.

Certain products may be intended exclusively for racing or off-road use where permitted by law. It is the customer's responsibility to determine whether any product complies with applicable federal, state, provincial, or local laws and regulations governing vehicle equipment and operation.

Radiator Grille Store makes no representation that every product offered is legal for use on public roadways in every jurisdiction.

Except where expressly stated, Radiator Grille Store warrants its products solely against defects in materials and workmanship under normal use for a period of 6 months from the original date of purchase.

This limited warranty does not cover damage resulting from:

- Improper installation
- Vehicle accidents
- Road debris
- Misuse
- Abuse
- Neglect
- Unauthorized modification
- Normal wear and tear
- Improper maintenance
- Environmental exposure
- Racing or competitive use beyond intended design
- Acts of God

Except for the limited warranty expressly provided herein, all products and services are provided "AS IS" and "AS AVAILABLE."

Radiator Grille Store expressly disclaims all other warranties, whether express, implied, statutory, or otherwise, including any implied warranties of merchantability, fitness for a particular purpose, title, or non-infringement, to the fullest extent permitted by applicable law.

5. Limitation of Liability

To the fullest extent permitted by law, Radiator Grille Store shall not be liable for any indirect, incidental, consequential, exemplary, punitive, or special damages arising from or relating to the purchase, installation, use, misuse, or inability to use any product or service.

This limitation includes, but is not limited to:

- Vehicle damage
- Loss of use
- Lost profits
- Lost revenue
- Business interruption
- Towing expenses
- Storage fees
- Rental vehicle expenses
- Installation or removal labor
- Diagnostic costs
- Shipping costs
- Customs fees
- Taxes
- Attorney fees
- Personal injury
- Property damage
- Loss of data

Radiator Grille Store's total cumulative liability for any claim arising from the purchase or use of a product shall not exceed the original purchase price paid for the specific product giving rise to the claim.

Once an order has been delivered to the shipping address provided by the customer and delivery has been confirmed by the carrier, ownership and risk of loss transfer to the customer. Radiator Grille Store shall not be responsible for theft, porch piracy, weather damage, loss, or damage occurring after confirmed delivery.

6. Website Accuracy and Product Availability

Radiator Grille Store makes every reasonable effort to ensure that all information presented on the Website, including product descriptions, pricing, specifications, photographs, compatibility information, availability, and technical data, is accurate and current. However, errors, omissions, typographical mistakes, pricing inaccuracies, and outdated information may occasionally occur.

Radiator Grille Store reserves the right, without prior notice, to:

- Correct any errors or omissions;
- Update or modify product descriptions, specifications, photographs, pricing, or availability;
- Discontinue products or services;
- Cancel or refuse any order containing inaccurate pricing or information; and
- Limit quantities available for purchase.

Submission of an order confirmation does not constitute acceptance of an order. An order is not considered accepted until it has been reviewed, processed, and shipped by Radiator Grille Store.

Radiator Grille Store shall not be liable for any damages arising from inaccuracies, typographical errors, discontinued products, or temporary Website interruptions.

7. External Links and Third-Party Services

The Website may contain links to third-party websites, manufacturers, payment processors, shipping carriers, installation resources, videos, or other external services solely for the convenience of our customers.

Radiator Grille Store does not own, control, monitor, or endorse the content, products, services, security, privacy practices, or policies of any third-party website unless expressly stated.

Accessing third-party websites is done entirely at the user's own risk.

Radiator Grille Store shall not be responsible for any damages, losses, or claims arising from the use of third-party websites, services, software, payment processors, social media platforms, or shipping carriers.

References to third-party companies, vehicle manufacturers, trademarks, or products are made solely for identification and compatibility purposes and do not imply sponsorship, endorsement, affiliation, or approval unless expressly stated.

8. Force Majeure

Radiator Grille Store shall not be liable for any delay, interruption, or failure to perform its obligations resulting from events beyond its reasonable control.

Such events include, but are not limited to:

- Natural disasters
- Severe weather
- Floods
- Fires
- Earthquakes
- Pandemics or epidemics
- Government actions
- Acts of war
- Terrorism
- Civil unrest
- Labor disputes or strikes
- Material shortages
- Manufacturing delays
- Supply chain disruptions
- Customs inspections or delays
- Transportation interruptions
- Carrier delays
- Utility failures
- Internet or telecommunications outages
- Cybersecurity incidents
- Acts or omissions of third-party suppliers or manufacturers

- Any other circumstance beyond Radiator Grille Store's reasonable control.

During any Force Majeure event, Radiator Grille Store's obligations shall be suspended for the duration of the event without liability. Performance shall resume as soon as reasonably practicable following resolution of the event.

9. Governing Law, Dispute Resolution, and Reservation of Rights

These Terms and any dispute arising out of or relating to the Website, products, services, or transactions with Radiator Grille Store shall be governed by and construed in accordance with the laws of the State of Illinois, without regard to its conflict of law principles.

The parties agree to make a good-faith effort to resolve any dispute through informal negotiations before pursuing legal action.

If litigation becomes necessary, the parties agree that any legal proceeding shall be brought exclusively in the state or federal courts located within the State of Illinois, and each party expressly consents to the personal jurisdiction and venue of those courts.

If any provision of these Terms is determined by a court of competent jurisdiction to be invalid, illegal, or unenforceable, the remaining provisions shall remain in full force and effect.

Failure by Radiator Grille Store to enforce any provision of these Terms shall not constitute a waiver of any right or provision.

These Terms, together with the Privacy Policy, Return Policy, Shipping Policy, and any other policies published on the Website, constitute the entire agreement between Radiator Grille Store and the customer regarding use of the Website and the purchase of products.

Radiator Grille Store reserves all rights not expressly granted herein.

10. Return Policy

Radiator Grille Store is committed to providing high-quality products and outstanding customer service. If you are not completely satisfied with your purchase, you may request a return in accordance with the terms set forth below.

Customers wishing to return a product must contact Radiator Grille Store within thirty (30) calendar days of confirmed delivery to obtain a Return Merchandise Authorization ("RMA") number. Returns received without prior authorization may be refused and returned to the sender at the customer's expense.

Customer-initiated returns, including but not limited to ordering the incorrect product, changing your mind, deciding not to install the product, no longer needing the product, selling the vehicle, or any other reason unrelated to product quality or an error by Radiator Grille Store, are subject to a fifteen percent (15%) restocking fee. Original shipping charges are non-refundable, and customers are responsible for all return shipping costs (including duties or taxes if returned internationally).

Returned merchandise must be received in new, unused, uninstalled, and resalable condition. All original packaging, hardware, instructions, accessories, protective materials, and included components must accompany the return. Products that have been installed, modified, painted, scratched, bent, damaged, altered, or returned with missing components may be refused or may receive a reduced refund based upon their condition.

Upon receipt of the returned merchandise, Radiator Grille Store will inspect the product before approving any refund (typically occurs within approximately 72 hours after receiving the return). Approved refunds will be issued to the original payment method less applicable restocking fees, shipping charges, and any deductions resulting from missing or damaged components.

Radiator Grille Store will not assess a restocking fee for returns resulting from verified manufacturing defects, products damaged during transit, or errors made by Radiator Grille Store. Customers must notify Radiator Grille Store within five (5) business days of delivery if an order arrives damaged, defective, or incorrect.

The following products are considered final sale and are not eligible for return or refund except in the event of a verified manufacturing defect:

- Custom-painted products
- Made-to-order products
- Custom-fabricated products
- Special-order products
- Personalized products
- Labor charges
- Any product specifically identified as non-returnable at the time of purchase

Radiator Grille Store encourages customers experiencing installation or fitment concerns to contact our technical support team prior to requesting a return. In many cases, installation assistance, fitment verification, or technical guidance can successfully resolve the concern without requiring a return.

Products returned after the thirty (30) day return period may, at Radiator Grille Store's sole discretion, be accepted for store credit only and may be subject to a thirty percent (30%) restocking fee.

Products manufactured by third-party brands (including but not limited to, EOS, Revzport, Soler, etc.) remain subject to the applicable manufacturer's return policies where required. All other provisions of this Return Policy shall continue to apply.

11. Shipping Policy

Radiator Grille Store strives to process and ship all orders as quickly and accurately as possible. Domestic shipments are typically sent via UPS, DHL, or the United States Postal Service (USPS), while international shipments may utilize additional carriers depending upon destination.

Unless otherwise stated, in-stock products generally ship within two to three (2-3) business days following successful payment authorization. Processing times are estimates only and may vary due to inventory availability, fraud prevention procedures, order verification, holidays, severe weather, customs processing, carrier delays, supply chain interruptions, or other events beyond Radiator Grille Store's reasonable control.

Estimated shipping and delivery times are provided solely as estimates and are not guaranteed delivery dates.

Radiator Grille Store reserves the right to delay, cancel, refuse, or require additional verification for any order suspected of fraud, unauthorized payment activity, or other suspicious circumstances.

Customers are solely responsible for providing complete and accurate shipping information. Orders returned because of incorrect or incomplete addresses supplied by the customer may be subject to additional shipping charges before reshipment.

Ownership of the merchandise and risk of loss transfer to the customer upon confirmed delivery by the shipping carrier to the delivery address provided during checkout.

Once delivery has been confirmed, Radiator Grille Store shall not be responsible for:

- Lost packages
- Stolen packages
- Porch piracy
- Weather-related damage
- Carrier misdelivery after confirmed delivery
- Damage occurring after delivery confirmation

Customers are encouraged to utilize secure delivery locations, carrier pickup locations, signature confirmation, or other available delivery options whenever appropriate.

Claims relating to shipments after confirmed delivery must be pursued directly with the applicable shipping carrier.

12. International Orders

Radiator Grille Store proudly serves customers throughout the world. Customers placing international orders acknowledge and agree that import requirements vary by country and are solely the responsibility of the purchaser.

International customers are responsible for payment of all applicable:

- Customs duties

- Import taxes
- Value Added Tax (VAT)
- Goods and Services Tax (GST)
- Brokerage fees
- Government assessments
- Customs clearance charges
- Any additional fees imposed by the destination country

Radiator Grille Store has no control over customs agencies, import regulations, customs inspections, brokerage procedures, or international delivery schedules and therefore cannot guarantee delivery dates for international shipments.

Customers are responsible for ensuring that ordered products comply with all import laws, vehicle regulations, and customs requirements applicable within their country.

If an international shipment is refused, abandoned, confiscated, destroyed, or returned because customs duties, taxes, brokerage fees, import documentation, or other governmental requirements are not satisfied by the customer, Radiator Grille Store reserves the right to deduct all associated costs, including the full value of unrecoverable merchandise, from any eligible refund, including but not limited to:

- Original shipping charges
- Return shipping charges
- Customs fees
- Brokerage fees
- Carrier administrative fees
- Storage fees
- Disposal fees
- Any additional expenses incurred by Radiator Grille Store, including the replacement value of merchandise that cannot be recovered due to refusal, abandonment, destruction, or confiscation by customs authorities.

Import duties, taxes, brokerage fees, customs charges, and governmental assessments are non-refundable.

Radiator Grille Store shall not be liable for delays, seizures, refusals, or additional costs resulting from customs inspections, import restrictions, or regulatory actions imposed by the destination country.

13. Miscellaneous Provisions

These Terms and Conditions, together with Radiator Grille Store's Privacy Policy, Return Policy, Shipping Policy, and any other policies or guidelines published on the Website, constitute the complete and exclusive agreement between Radiator Grille Store and the customer regarding the use of the Website and the purchase of products and services. These Terms supersede all prior or contemporaneous communications, representations, understandings, or agreements, whether oral or written, relating to the subject matter herein.

Electronic Communications

By accessing the Website, creating an account, placing an order, submitting an inquiry, or otherwise communicating with Radiator Grille Store electronically, you consent to receive communications from us electronically, including by email, text message (where consent has been provided), or through notices posted on the Website. You agree that all agreements, notices, disclosures, invoices, confirmations, and other communications provided electronically satisfy any legal requirement that such communications be in writing.

Severability

If any provision of these Terms is determined by a court of competent jurisdiction to be invalid, unlawful, or unenforceable, such provision shall be modified only to the extent necessary to make it enforceable or, if modification is not possible, severed from these Terms. The remaining provisions shall remain valid, enforceable, and in full force and effect.

Waiver

The failure of Radiator Grille Store to enforce any provision of these Terms or exercise any right or remedy shall not constitute a waiver of such provision, right, or remedy, nor shall any waiver constitute a continuing waiver of any subsequent breach or default.

Assignment

Customers may not assign, transfer, delegate, or otherwise convey any rights or obligations arising under these Terms without the prior written consent of Radiator Grille Store.

Radiator Grille Store may assign or transfer its rights and obligations under these Terms, in whole or in part, without restriction, including in connection with a merger, acquisition, sale of assets, corporate reorganization, or operation of law.

No Third-Party Beneficiaries

These Terms are intended solely for the benefit of Radiator Grille Store and its customers. Nothing contained herein shall be construed to create any rights or remedies in favor of any third party.

Survival

Any provisions of these Terms that by their nature should survive termination of the parties' relationship shall survive, including but not limited to provisions relating to intellectual property, limitations of

liability, warranties, payment obligations, dispute resolution, governing law, indemnification, and any other obligations intended to survive termination.

Reservation of Rights

Radiator Grille Store expressly reserves all rights not expressly granted under these Terms and Conditions.

Nothing contained within these Terms shall be construed as limiting any legal or equitable rights or remedies available to Radiator Grille Store under applicable law.