

## Frequently Asked Questions (FAQs) for Shops

### **What is RepairLink Shop?**

RepairLink Shop is your 24/7 online connection to ordering original equipment mechanical parts from preferred dealership suppliers. It gives independent shops convenient access to OEM parts data and illustrations for the vehicles they service most. VIN & YMM search capabilities make it easier and faster for shops to locate the correct parts for their repair jobs. Shops can see pricing and inventory for their dealer partners and submit orders directly through RepairLink without having to pick up the phone or send a fax.

### **How much does RepairLink cost?**

RepairLink is FREE to your shop courtesy of your local dealer partners. This means no registration fees, no monthly fees, and no transaction fees!

### **How do I sign up for RepairLink?**

You can sign up for free at [RepairLinkShop.com](http://RepairLinkShop.com)

### **What are the minimum system requirements to use RepairLink?**

Microsoft Internet Explorer 9.0 or greater. RepairLink Shop also works great with Chrome and Firefox.

### **Are there any installation requirements?**

No. RepairLink Shop is a web-based solution so there is no need to install anything.

### **Is special training required to use RepairLink?**

No. RepairLink is intuitive and easy to use, featuring common parts categories for all covered makes. All OEM part data is presented in an easy-to-understand format.

### **What kind of parts can I order with RepairLink?**

RepairLink includes virtually every service, maintenance, and repair part you need for supported makes and models. You'll find comprehensive coverage in engine, emissions, electrical, lighting, and interior parts, and much more.

### **Who can use RepairLink?**

RepairLink is offered to independent repair facilities in the United States and soon in Canada.

### **Where can I get help using RepairLink Shop?**

OEC has a comprehensive Support Center built right into RepairLink Shop. You can access it from the top right-hand corner of any screen when you're looking for answers to all your training, support, and troubleshooting questions.