



180-DAY LABOUR WARRANTY POLICIES AND PROCEDURES NAPA AUTOCARE MEMBERS ONLY!

POLICIES:

NAPA will provide re-repair labour reimbursement to you only on the terms set out below on eligible NAPA product found to be defective in material quality or manufacturing for a period of 180 days from original date of installation. Original and re-repair services must be performed at the same location to qualify.

For all eligible claims, your supplying NAPA Auto Parts Store will replace the defective product at no-charge to you with NAPA product of similar like, kind and quality. Check with your supplying NAPA Auto Parts Store for manufacturers' warranties on any defective product claims that are more than *180 days from the date of installation.

1. To be eligible for reimbursement, your account(s) must be current and in good standing.
2. No reimbursement consideration will apply to products improperly installed and/or originally installed as a result of misdiagnosis.
3. Reimbursement shall be calculated based on the current published Mitchell Labour Guide at hourly program rates then in effect. For rates in your area, contact your supplying NAPA Auto Parts Store.
4. Claims must be submitted to the Warranty Centre within 6 months of the re-repair install date.
5. If the odometer reading at the time of the re-repair is greater than 20,000 km from the original installation reading or the part being claimed is beyond the manufacturer's warranty period, labour reimbursement may be declined.

*PRODUCT COVERAGE:

Most NAPA Products available in the following system categories are eligible for re-imbursment when properly installed on passenger cars and light duty trucks. **Labour reimbursement does not include towing, diagnostic time, incidental or consequential damages.** This program does not cover heavy duty (greater than 1.5 ton load carrying capacity), recreational, racing, agricultural, mining or off-road applications. Labour reimbursement for parts installed on commercial vehicles may be limited to the manufacturer's commercial part warranted period only.

- Exhaust Systems (excluding value lines, performance systems, exhaust/intake manifolds and flex pipes)
- Brake Systems
- Steering, Suspension, Wheel Bearings, CV joints / U-joints, Half-shafts and Drive shafts
- Clutches—clutch component or assembly repair and replacement
- Electronic Engine Management and other on-board computer systems (engine, body, brake, suspension and cruise control)
- Engine Performance and Drivability
- Ignition System (excluding spark plugs)
- Starting and Charging Systems
- Fuel Systems
- Air Conditioning, Heating and Climate Control Systems (AC Compressor replacement **must** include a new dryer/accumulator and orifice tube where applicable on original installation)
- Engine Cooling Systems
- Axle seals (unless installed on worn axle ends)

In certain instances, combined labour rates will apply per the Mitchell Labour Guide. E.g. replace both left & right front rotors "combined time" of 1.2 hrs. Additionally, alignment allowances may apply to certain chassis/suspension repairs.

*PRODUCT NOT COVERED:

Typically, parts that are involved in or related to internally lubricated systems or within the engine block assembly are not eligible for labour reimbursement under this program. If a product does not qualify, contact your supplying NAPA Store for information on manufacturer warranties that may apply.

Excluded products include, but are not limited to:

- NAPA "Value Lines" including but not limited to white box brakes, rotors and bearings.
- **Seals and Gaskets including but not limited to oil and transmission pan, crank, cam, timing, head, valve, intake and rear main seals and gaskets.**
- Internal Engine Components
 - E.g. pistons, rings, cylinder heads, crank/cam shaft, valves, guides, lifters, intake manifolds, cam phasers, etc.
- Engine Assemblies
- Transmissions and Drive shafts
 - Any internal repair or component requiring removal of the transmission or transaxle from the vehicle or disassembly of same
- Gears. E.g. ring gear, pinion shaft and related gears

- Auto Body, Trailer Products, Paint, Moldings, Glass
- Sparkplugs
- Wiper Blades, Filters, Fuses, Lights
- Accessories and Fasteners
- Oils and chemicals
- Tools and Equipment
- *Any non-approved part
- Any 3rd same part installation. The NAPA Store should be contacted and involve a manufacturers' representative to investigate more than 2 same reported defects.

*PROCEDURES:

When a consumer returns to your facility (only) with a product found to be defective in material quality, in order to receive reimbursement you must:

1. Call 1-866-644-0090 to obtain a Claim Authorization Number and eligible amount. You will need to supply the NAPA part # in question including specific vehicle information, i.e. make, model, year, etc. The Warranty Administrator may ask for certain testing information prior to approving any claim. †The defective component must be replaced with an approved NAPA part.
2. Complete the NAPA Labour Warranty Claim Form.
3. Email, fax or mail to the NAPA Warranty Centre (listed below), the following documents:

- The WHITE (top) copy of the NAPA Labour Warranty Claim Form
- A copy of the original consumer invoice
- A copy of the **NO CHARGE** consumer replacement invoice
 - Both the original and replacement invoices must match and include consumer (full name and phone # and/or complete address) and vehicle information provided at the time of authorization, invoice numbers and the original and re-repair dates. Your invoice or work order copies must show the original NAPA part # in question and the replacement NAPA part #. If not, please hand write the NAPA part # on the invoice copies. If a part number is hand written, the corresponding store invoice is required. Estimates, Quotes, Authorizations and pro-forma invoices may not be accepted.

4. All paperwork must be received at the Warranty Centre within 6 months of the re-repair date.

*In-Bay Defects

If a part fails while the consumer vehicle is still in your bay, please advise the warranty administrator at the time of your authorization call. For reimbursement of in-bay defects, the following documents must accompany the completed white claim form:

- A copy of the completed consumer invoice
- A copy of the original NAPA Store invoice
- A copy of the replacement NAPA Store invoice

Both the original and replacement NAPA Store invoices should be dated not more than 48 hours apart.

If you have any questions, please contact your supplying NAPA Auto Parts Store or call the Warranty Administrator listed below.

*The Warranty Administrator may require NAPA store invoice copies in support of any submitted claim. If the NAPA part # you are seeking reimbursement for is not on the approved products list, you will be advised by the Warranty Administrator. You may be asked to provide certain diagnostic testing information at the time of the authorization call and/or with your claim submission. NAPA reserves the right to audit all claims. Submission of a fraudulent claim may result in legal action. Any submitted claim that does not meet with the qualifications set out above will be declined and the participating member will be advised via return letter indicating the primary reason for rejection. In certain instances of rejected claims, the Warranty Administrator may reconsider the validity of the claim pending further supplied information. Typically, a phone call to the Warranty Administrator will quickly facilitate resolve leading to a claim approval and subsequent reimbursement.

†Please advise the Warranty Administrator at the time of the authorization call if the part requested for labour reimbursement is not a NAPA part or a part supplied through your local NAPA Store. In the event that your NAPA Store was unable to supply the original or a replacement NAPA branded part (of similar like, kind and quality or higher quality), within a reasonable time frame due to an "out of stock" situation or other valid reasons and provided that the NAPA Store sourced and invoiced a competitive product on your behalf, you may be eligible for labour reimbursement under this program. The Warranty Administrator will ascertain eligibility and reimbursement may require the supply of additional information.

NAPA WARRANTY CENTRE

**Hours: 8 a.m. to 8 p.m., ET Monday to Friday
Saturday, 8 a.m. to 5 p.m.**

PO BOX 1130, STATION B, MISSISSAUGA, ON L4Y 3W4

PHONE: 1-866-644-0090 FAX: 1-866-551-5537

EMAIL: napaservice@matthewscott.com