
NAPA CONSUMER BRANDS

NCB - Warranty Code 515- 12 Months

Products distributed by the ARC that carry a 12 month warranty are guaranteed to be free from defects in materials and workmanship when delivered to the customer. Some ARC products carry specific manufacturer warranties or require special handling procedures.

This warranty covers the cost of the defective product only and does not cover the cost of installation. The ARC reserves the right to refuse credit in the event that any damage to the product resulted from collision, improper installation, or other customer abuses. This policy extends only to the original purchaser of the product and is nontransferable. The ARC Policy is in lieu of all other warranties, expressed or implied, with the exception of consumer warranties as provided with the packaged product. In warranty cases, those wishing to handle the warranty procedure directly with the manufacturer are welcome to do so.

Credit will not be issued on warranty items specified for "Repair and Return". The ARC will not issue defective credit on assortments or kits as component parts are offered individually in the ARC line of products. In most cases, the kit or the assortment can be broken down into its individual component parts and replace only those parts which are truly defective. All alleged defects should be returned from the NAPA AUTO PARTS store to the NAPA Distribution Center and then the Distribution Center is to request an RGA from their servicing Balkamp Operation. Balkamp will review defective credit requests and issue credit on all items accompanied by the proper proof of purchase