

## Warranty Information

### WARRANTY OPTIONS:

#### STANDARD 101 DAY PARTS ONLY WARRANTY:

- An Extended Parts & Labor Warranty was declined, so the default standard limited warranty of 101 day *parts only* is assigned to the part purchased. The full purchase price of the part is covered for 101 days. The best statewide standard parts warranty available at no additional cost. However, it only covers the purchase price of the part.

#### 101 DAY \$600 LABOR WARRANTY:

- No Extended Parts Warranty is purchased but labor protection is purchased to match the 101 day limited parts warranty. Should a warranty problem arise, the full purchase price of the part and up to \$600 of labor is covered by Northwest Auto Parts for 101 days. Industry statistics show mechanical problems usually arise in the first 30 days of installation.

#### ONE YEAR PARTS ONLY WARRANTY:

- One Full Year of Parts Warranty Coverage is purchased. The full purchase price of the part is warranted for 365 days from the date of purchase. This is a good mid-range length warranty level if labor is not a concern. No labor warrantee is purchased.

#### ONE YEAR PARTS AND \$600 LABOR:

- One Year of Parts and Labor Warranty Coverage is purchased. Should a warranted problem arise, the full purchase price of the part and up \$600 of labor is covered by Northwest Auto Parts for 365 days from the purchase date. This is our most popular warranty level for our wholesale customers. It protects the shop and keeps the work in their bays for the ultimate protection of the customer.

#### TWO YEAR PARTS ONLY:

- Two Full Years of Parts Warranty Coverage is purchased. The full purchase price of the part is warranted for 730 days from the date of purchase. This is a good long term warranty level if labor is not a concern. No labor warrantee is purchased.

#### TWO YEAR PARTS AND \$600 LABOR:

- Two Years of Parts and Labor Coverage is purchased. Should a warranted problem arise, the full purchase price of the part and up \$600 of labor is covered by Northwest Auto Parts for 730 days from the purchase date. This is our highest value warranty level. This warranty gives the highest level of protection per dollar spent.

### WARRANTY DETAILS:

**STANDARD LIMITED WARRANTY:** Northwest Auto Parts warrants *from purchase date* all parts for *101 days unless otherwise specified*. The standard limited warranty covers the purchased part in event of defect, malfunction, or failure up to the purchase price for 101 days. Northwest Auto Parts will at their option repair, refund or within a reasonable time replace the defective part. Implied warranties are limited to the same days as limited written warranty. At no time shall a refund exceed the part purchase price. ***Labor is not warranted under the Standard Limited Warranty.*** Any part that is sold under the condition “AS IS” is not eligible for warranty or return. Please see the warranty rules for exclusions and further warranty information.

**EXTENDED REPLACEMENT WARRANTY AND LABOR COVERAGE WARRANTY:**

***Must be purchased separately.*** Thank you for choosing Northwest Auto Parts to purchase your recycled auto or truck part. As an independent automotive recycler we greatly appreciate the confidence you have placed in us with your purchase. To further serve your needs we offer an extended warranty program to add value to your purchase. Extended and Labor coverage shields you from possible expenses incurred upon part failure. Please consider carefully the warranty that best serves your needs.

***All parts purchased from Northwest Auto Parts come with a standard 101-day limited warranty unless otherwise noted on your invoice. Unless specifically noted on the front of your invoice, this is the only warranty on your purchased part. Please read the conditions of this warranty under "Standard Limited Warranty". Please see the warranty rules for exclusions and further warranty information.***

**NOTICE TO WHOLESALE CUSTOMERS:** Please discuss with your customer what warranty you choose to give to your customer prior to commencing work on their vehicle. Make sure that they understand what is and is not covered, and how the warranty you choose affects their cost and coverage. In the event of a part failure that is under warranty, any and all warranty claims will be handled with you, and not directly with your customer.

**PART & LABOR WARRANTY RULES:**

- Warranty begins from the ***original date of purchase***, not at the date of installation, and not as an addition to the standard warranty.
- When a part is replaced under warranty, the warranty term is still based on the date of the first original sales invoice.
- The statement **DECLINED EXTENDED WARRANTY** on the front of the invoice means the customer has ***chosen not*** to purchase an additional warranty.
- **ONE-YEAR PART ONLY - NO LABOR** and **TWO-YEAR PART ONLY - NO LABOR** warranties are replacement warranties only. No labor paid.
- Warranty claims must be approved ***before*** any work is done.
- The purchase of a labor warranty does not guarantee complete reimbursement for the entire repair cost of the warranty repair
- **Northwest Auto Parts** reserves the right to ***repair, replace, or refund*** the purchase price of any part sold under the standard or extended warranties.
- In event of defect, promptly notify Northwest Auto Parts. ***Do not remove the part from the vehicle without consent by Northwest Auto Parts or the warranty is void.*** All warranty issues can be diagnosed and solved best in the vehicle.
- Warranty ***void*** if the covered part fails due to faulty installation, modification, disassembled, over heated, negligent use, or by the failure of a non-covered component part.
- Warranty is ***void*** if the part purchased is used for ***off-road, racing or commercial use***.
- Northwest Auto Parts shall ***not be liable for any incidental or consequential damages*** or expenses due to the failure of the purchased part. Including but not limited to labor, installation, shipping, fluid replacement, lost wages or income, lost time, or inconvenience.
- Warranty claims will be paid only upon the receipt of all receipts, for work performed.
- It is the purchaser's responsibility to ***retain the original invoice*** and present it for claim.
- Warranty is for ***original purchaser only***, and is not transferable, ***except*** when purchased by a dealer for installation into a client's vehicle.
- Extended Warranties and Labor Coverage are ***not*** refundable or returnable unless, the part is returned ***within the standard warranty period***.

- Purchase of an extended warranty does not entitle the purchaser to return a part deemed “not needed” or “incorrect” beyond the standard 101-day warranty.
- *Northwest Auto Parts* reserves the right to suspend, modify or discontinue any or all parts of the Extended Warranty and Labor Coverage program without notice.
- Labor warranties may only be purchased, and are only valid, if an approved **ASE Certified** shop installs the part.
- Labor warranties may only be purchased at the time of the part purchase.
- Labor claims are paid based on the **Chilton Labor Guide or Mitchell Labor Guide** at a rate of **\$60.00 per hour**, up to the amount of labor coverage purchased.
- Labor claims are covered only to the amount and duration of coverage purchased. Multiple claims against the same part are capped by the amount of coverage purchased, regardless of incidence of part failure.
- **Multiple** Labor warranties may be purchased for a single part
- *Northwest Auto Parts* reserves the right to have labor performed at a facility of its choice
- Declining purchase or failure to purchase labor warranty **releases** *Northwest Auto Parts* from all labor claims
- Warranty Installation cautions and procedures are attached to certain assemblies such as Engines, Transmissions, Transfer Cases, and Axles. Please read and protect your warranty by compliance with installation guide information.

**ACCESSORY ITEMS EXCLUDED FROM WARRANTY:** Accessory items are left on assemblies for convenience of installation only and are not warranted. Examples of accessory items are listed below. ***This list is not meant to be all inclusive.***

Engine Accessories:

- water pump
- fuel systems
- distributor
- pulleys
- brackets
- dip sticks
- coil packs
- pan
- pressure regulators
- intake and exhaust manifolds
- spark plugs and spark plug wires
- EGR valves
- solenoids
- block heaters

Transmission & Transfer Case Accessories:

- governors
- modulator
- mount brackets
- linkages
- electrical component

- fluids
- seals
- gaskets
- sensors
- external wiring harness
- shift actuators

Axle Accessories:

- brake pads
- rotors
- drums
- shoes
- cylinders
- calipers
- backing plates

**WARRANTY CLAIM PROCEDURE:** Northwest Auto Parts quality tests and inspects all parts prior to sale. In the unfortunate event of part failure, we hope to reduce the severity through warranties and service. For accurate processing of warranty claims please follow the procedures below. Adherence to these policies will help expedite communication and resolution of purchased part problems. Please have the following items to aid warranty processing:

- The original invoice available
- A copy of the install documents
- Receipts of all parts purchased in conjunction with installation
- Diagnosis of the purchased part failure or malfunction
- Any vehicle fault codes found via scanning tool
- Contact your sales representative immediately. All warranty claims are date recorded upon first communication with Northwest Auto Parts.
- Our sales representative or warranty department will instruct you further