BALKAMP-NAPA WELDING EQUIPMENT

Line Abrev-WLD Warranty Code 502 30 Days

Merchandise Protection

As a general guideline, most products distributed by Balkamp carry a 30 Days Warranty for parts used in vehicle performance only. This should be used as a basic guideline for all products and is supported by our Customer Satisfaction Policy. Some Balkamp products carry specific manufacturer warranties or require special handling procedures. These programs are outlined in this document.

Balkamp Customer Satisfaction Policy

At Balkamp, we believe that the customer should be satisfied with the performance, quality and workmanship of whatever product they buy. With a few exceptions, we believe that the consumer has the right to use any product purchased for a reasonable amount of time (within 30 days) before determining whether a product performs satisfactory and is of good quality. If the customer reasonably decides that the product does not meet this test, they may return the product to their local NAPA AUTO PARTS store (within 30 days of purchase). Balkamp encourages the NAPA AUTO PARTS store to do whatever is necessary to correct the customer's dissatisfaction. Whether a full cash refund or credit against the purchase of other merchandise is used, is solely up to the discretion of the serving NAPA AUTO PARTS store.

Exception: All **OTC** and **Motorvac** products must be serviced through the manufacturer's warranty service program.

If the product purchased carries a specific written manufacturer's warranty or is considered a "Repair and Return" item, the NAPA AUTO PARTS store should instruct the end user to handle the warranty in accordance with the manufacturer's warranty program or expedite the repair and return of the products purchased. It is our objective to fairly handle all warranty adjustments in a manner that will satisfy our customer.

Balkamp's Customer Satisfaction Policy covers the cost of the defective product only and does not cover the cost of installation. Balkamp 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 Balkamp 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 as specified for repair or return. Balkamp will not issue defective credit on assortments or kits as component parts are offered individually in Balkamp's lines of products. In most cases, you can break down the kit or the assortment into its individual component parts and replace only those parts which are truly defective. All items claimed defective should be returned from the NAPA AUTO PARTS store to the NAPA Distribution Center and then request an RGA from your servicing Balkamp Operation. Balkamp will review your defective credit request and issue credit on all items accompanied by the proper proof of purchase. Items not specifically covered by our Customer Satisfaction Policy are: labor claims, starter drive cores, gas nozzle cores and chemical items being returned. For specific warranty information see Balkamp Merchandise Protection Plan JO94-920BA or its superseding information.