ARC-DURAGLOSS

Line Abrev-DG Warranty Code 545 No Warranty Expressed or Implied

ARC Customer Satisfaction Policy

At the ARC, 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). The ARC 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.

The ARC's Customer Satisfaction Policy 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. The ARC will not issue defective credit on assortments or kits as component parts are offered individually in the ARC'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 ARC Operation. The ARC 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