

National Parts Wholesalers Part Replacement Warranty

Subject to the limitations below, National Parts Wholesalers (NPW) expressly warrants to the original purchaser, from the date of delivery to the agreed upon "ship to address", through the time period of the warranty, against the failure of the part as specifically described on the customer's receipt due to defects in NPW materials or workmanship (a defective part). Any implied warranty of merchantability or fitness for a particular purpose are limited, to the extent allowed by law, and to the time period covered by this written warranty. If the purchaser complies with the terms of this warranty, NPW will repair or replace a defective part without additional shipping cost to you. NPW may, at its discretion, provide a refund equal to the price paid for the part in lieu of repair or replacement of the part. The foregoing is the only, sole and exclusive remedy under the terms of this warranty. This warranty applies only to parts installed by an independently owned and operated LICENSED AUTO REPAIR FACILITY.

Exclusions

- ANY Labor or Installation charges, unless specified on the customer's receipt and in the recorded order verification system.
- Incidental or consequential damages including, but not limited to, damage to or the cost of related parts, loss of income travel expenses, loss of transportation, towing fees, rental vehicles or diagnostics are NOT covered by this warranty.
- Parts installed in vehicles that are raced or used off-road are NOT covered by this warranty.
- This warranty does not cover damage or failure arising directly or indirectly from improper installation (not in accordance with the original equipment manufacturer's specifications) or related vehicle problems, misuse, maintenance, neglect, abuse, overheating, vandalism, abnormal operation, environmental conditions, accident or any damage which was apparent and not reported at the time of delivery.
- This warranty does not cover freight costs or similar damages.

General Limitations

1. This warranty is extended only to the original purchaser and is not transferable. You must be able to provide an original receipt in your name for the warranty claim to be considered.
2. Any repairs not authorized in writing by NPW will void the warranty.
3. We reserve the right to have the part inspected to insure that all pertinent provisions of this warranty have been met prior to any replacement, repair, or refund.
4. THIS WARRANTY IS NULL AND VOID IF:
 - If part or assembly is not installed within 30 days of delivery to the agreed upon "ship to" address.
 - Failures are caused by non-covered components, improper installation, failure to clear computer codes, defective workmanship, usage for which the part was not intended and/or improper maintenance (e.g. using the incorrect types and levels of fluids and lubricants as specified by the vehicle manufacturer).
 - The vehicle is used in a fleet, taxi, government, limo service or has been converted from private passenger use to commercial or fleet use or is used for racing or off-road purposes.
 - Product is installed in an application for which the vehicle manufacturer did not intend it.
 - Failure is caused by towing a trailer or other vehicle unless your vehicle is equipped for this purpose as recommended by the vehicle manufacturer.
 - Product is installed or operated outside of the United States or Canada.
 - Failure is caused by or related to a collision, fire, theft, vandalism, riot, explosion, lightning, earthquake, windstorm, hail, water, freezing, flood or any other Act of God.
 - Failure is caused by neglect, abuse, misuse, racing (whether on road or off-road), or modifications.
 - There is evidence that the vehicle was continually operated after a failure occurred.
 - The engine heat tabs are missing, tampered with, melted, misplaced, or otherwise not as originally installed.
5. This part may have accessories that are attached, and must be switched or removed to accommodate proper installation, which is the responsibility of the installer. Such accessories are NOT covered by this warranty.
6. This limited warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.
7. NPW does not authorize any person to create for it any obligation or liability in connection with this warranty.
8. In the case of engines, this warranty is limited to defects to only the, block, heads, pistons, crankshaft, camshafts, valves, rockers, connecting rods and other internal lubricated parts. All other parts that may be provided are considered "accessories and extra parts". NO warranty is provided for any such parts that are attached, including, but not limited to, parts such as solenoids, injectors, switches, sensors, cables, electronics, belts, hoses, water pumps or manifolds.

General Disclaimer about Used Parts

Unless indicated as "New", "Remanufactured" or "Rebuilt", you have ordered a used part. The industry standard for a used part warranty is: Parts are warranted to be the correct part and in working order. No warranty or guarantee is made towards the appearance or condition of a part unless otherwise noted on the receipt or delivery ticket. If "New", "Remanufactured" or "Rebuilt" is indicated, the warranty will be null and void if the part has been installed or attempted to be installed and is being returned for any other reason than the part is mechanically defective.

Filing a claim on Defective or Incorrect Part

- Warranty holder must contact NPW as soon as possible at 800-486-0922 for complete instructions on filing a warranty claim.
- This warranty is extended only to the original purchaser and is not transferable.
- You must be able to provide an original receipt from NPW, in your name, for the warranty claim to be considered. You must also provide all original installation receipts to NPW.
- Any repairs not authorized by NPW in writing will void the warranty.
- If a part fails in normal use or service, NPW has the option to repair the part, furnish a replacement part or refund the price of the part.
- Any claim on a defective or incorrect part must be made within the warranty period.
- We reserve the right to have the part returned to the supplier for verification that it is the same part they sent and is indeed defective. Upon its return, the part must be in the same condition as when sold.
- It is agreed that the sole determiner of condition for return is the supplier of the part. No refund or exchange can be made until supplier has verified the part condition.
- There are **NO** returns on altered, disassembled, overheated parts or parts that fail due to failure to lubricate properly.
- New and remanufactured parts may come with additional warranty conditions and limitations that must also be followed to avoid voiding all warranties on the part.
- Buyer's remedy against seller shall only be return of the price of the part or replacement of the part.

Core Return Policy

There are no core refunds on cores if core is not able to be reworked to operate within manufacturer's specifications. Core must be returned within 30 days of receipt of part in order to receive a core refund.

Freight Damage Claims

Any claims of freight damage must be noted with the freight carrier's driver **at time of delivery** on the documents from the freight carrier. In most cases **NPW** will initiate a freight damage claim for the buyer provided the buyer did note with freight carrier the damage at the time of receipt. If not noted at time or receipt, a claim may be made on behalf of the buyer but the part may not be warranted and any claim acceptance or denial is at the discretion of the freight carrier.

Cancelled Orders

Orders cannot be cancelled after the order has been received by the shipping carrier. In such events, the customer will be liable for freight charges and a restock fee. If an order is cancelled before it is received by the freight carrier the customer may still be responsible for a restock fee. Customer is always responsible for returning the part at their own expense. Freight collect deliveries will not be accepted and will become the responsibility of the customer.

Special Orders

There are no returns or refunds on special orders. Exchange may be made at the discretion of the supplier.

Advice

If technical or mechanical advice is offered or given in connection with the purchase it will be as an accommodation to the purchaser and without charge. The seller and/or supplier shall have no responsibilities or liabilities whatsoever for the content or use of such advice.

The following are industry standards and policies for warranty consideration

All used parts or merchandise must be inspected by buyer for defects or safety hazards. There are **NO** guarantees or warranties on used merchandise for apparent or non-apparent safety hazards. Used parts or merchandise may have defects and it is the responsibility of the buyer to inspect for actual or latent hazards or hire an expert to so inspect. The use of the part for diagnostic purposes voids all warranties. Warranties are not transferable. All claims must be made by the original purchaser. Parts ordered in error by the customer will be subject to restocking fees and freight charges. It is ultimately the customer's responsibility to know and order the exact part needed.

Jurisdiction, Venue, and Arbitration

All disputes and controversies of every kind and nature between **NPW** and Purchaser, arising out of or relating to this agreement, transaction or purchase, shall be settled by mandatory binding arbitration in Jacksonville, Duval County, Florida, in accordance with Florida arbitration law. The arbitrator shall be an arbitrator mutually agreeable to the parties, or if the parties cannot agree, an arbitrator appointed by the Court. Jurisdiction and venue for any and all disputes and controversies between the parties shall be in Jacksonville, Duval County, Florida, and decided in accordance with the Florida law. The prevailing party in any arbitration proceeding or Court matter shall be entitled to reimbursement for reasonable attorney's fees and costs, defined to include fees paid to arbitrators and expert witnesses.

RETURNS AND EXCHANGES (Applies to Warranty and Non-Warranty Claims)

- You may return a part for refund for any reason within thirty (30) days from the delivery date, provided that the part has not been installed and the part is in its original condition. You will be charged for the cost of return shipping and a restocking fee equal to 20% of the original sale price.
- Any request for return or exchange, after installation, is subject to the stated warranty guidelines.
- You must notify NPW by telephone prior to returning a part. This applies to all returns, whether for warranty reasons or other reasons.
- NPW will pay the return shipping for valid warranty claims only if the carrier is dispatched by NPW or one of its suppliers.
- For complete instructions on how to file a Warranty Claim with NPW – visit www.Searchparts.com/warranty or call 1-800-486-0922.

Specific Part Information

USED CARBURETORS are warranted to be a rebuildable core only unless otherwise noted.

USED CYLINDER HEADS are warranted to be free of cracks and to be rebuildable only unless otherwise noted.

ELECTRICAL PARTS are warranted for exchange only, no refunds allowed. The part must be tested by the supplier to ensure it is defective and not made so by another component on your vehicle. There are no warranties on overheated, burned, shorted, or overloaded parts.

NPW assume no responsibility for improper installation, faulty regulator, or poor electrical connections.

ECM's, ECU's, PCM's are sold as no replacement, no refund when used. They are sold replacement only, no refund, when rebuilt. We guaranty the ECM was functional at the time of vehicle disassembly. We do not guaranty that this part will fix your vehicle (due to misdiagnosis) or that it is programmed and ready to install.

BODY PARTS are not sold as a color match part. In some cases parts may be supplied in like color but all painted body parts are sold with the expectation that the purchaser is going to refinish and paint the part. They are guaranteed not to rust through during the warranty period.

USED HEADLIGHTS are not guaranteed to be clear.

ENGINES, TRANSMISSIONS, DRIVE AXLES, and DIFFERENTIALS all require that all installation and on going maintenance procedures be followed.

ENGINE AND ENGINE ASSEMBLIES are sold as a long block assembly only, unless otherwise stated on the receipt and the order verification system. A long block assembly includes the short block and cylinder head(s). Any other parts that are included are not warranted. It is required that all installation and on going manufacturer's maintenance procedures be followed.

USED TRANSMISSIONS require that all installation and on going maintenance procedures be followed.

USED ENGINE PARTS such as heads, blocks, cranks, etc. are guaranteed to have no cracks and to be re-machinable to within manufacturer's specifications. Valves, springs, studs, pins, gears, nuts, bolts, etc. are not guaranteed.

RADIATORS and HEATERS are guaranteed against leaks and coolant flow restrictions provided that all other coolant components are performing as required. The warranty does not include damage to radiator that does not interfere with its function. No other warranty applies.

BRAKE PARTS are guaranteed to be re-machinable within manufacturer's specifications. No guarantee on hardware such as shoes, pads, springs, bearings, etc.

A/C COMPRESSORS are warranted only if a new receiver/dryer is installed.

TURBOCHARGERS are warranted only if new oil feed and returned lines are installed.

INSTALLATION GUIDELINES FOR WARRANTY VALIDATION. All installations MUST be done by an independently owned and operated LICENSED AUTO REPAIR FACILITY.

To validate the warranty on this part, installation must be completed within 30 days of delivery date and the work indicated below must be performed and documented at time of installation. Upon initiating a warranty claim, you will be required to provide appropriate record of installation date, mileage, VIN, and mechanic. Maintenance receipts or proof of maintenance must be provided as part of the warranty claim process. Other documentation may be requested as well.

Engines, Engine Assemblies, and Long Block Assemblies:

Engines are understood to consist of a short block assembly and cylinder heads only. Any other parts left on the engine at the time of delivery are not covered by any warranty of any type. The installer should transfer all components from the original engine to this replacement engine. Any components known to be inoperable need to be replaced.

Checklist:

- New water pump, new thermostat, new timing belt, new front and rear main seals on used, and reconditioned engines must be installed.
- Oil strainer and pick up screen must be cleaned or replaced prior to installation.
- Thoroughly clean all units such as oil pan, timing cover, rocker arm covers, intake manifold and any other parts that may need cleaning before reassembling.
- Replace oil filter and oil. Do not use synthetic oil during the break in period. Do not use synthetic oil if the manufacturer recommends against it.
- Replace all tune-up items such as plugs, cap, rotor, fuel and air filter, pcv valve, and others specific to the engine.
- Check and adjust valves and timing to factory specifications.
- Fuel lines should be checked for debris and flow.
- Inspect wire harness for broken wires or insulation damage.
- Always remember to prime oil pump and oil lines.
- Change your oil and filter after the first 500 miles and every 3000 miles thereafter.
- Catalytic converter must be inspected to make sure it is not clogged. A defective converter can cause damage to piston rings and internal bearings.
- Check all cooling components such as hoses, freeze plugs, radiator and coolant. Radiator should be cleaned or replaced.
- Blow out intake ports to remove any loose particles that may fall into cylinder head and cause damage.

Engine Start-Up Procedure:

- Remove all spark plugs.
- Remove oil sending unit switch.
- Crank the engine until oil comes out oil sending unit switch hole.
- If oil won't come out, spray the oil sending unit switch hole with oil or penetrating lubricant to prevent dry start.
- After oil comes out, replace oil sending unit switch and crank engine for 1 to 2 minutes, until oil pressure is normal
- Replace spark plugs then start engine, do not accelerate above idle until normal oil pressure is reached.

Important:

- Oil and oil filter must be changed before start up and again after 500 miles and every 3000 miles thereafter. Receipts for lubricants, filters and service will be required. Failure to perform these operations voids warranty.
- Follow the periodic maintenance as set forth by manufacturer's specifications to keep your warranty in tact. Receipts for lubricants, filters and service will be required.

Automatic Transmissions:

- Replace with new all external seals, pan gasket, and filter (where applicable) and torque converter
- Replace or flush cooler and lines in accordance with the vehicle manufacturer's guidelines. This includes reviewing the latest Technical Service Bulletins for the vehicle.
- Fill transmission and differential/final drive assembly to the proper level using proper fluids in accordance with the vehicle manufacturer's guidelines.
- Reset computer codes.
- Adjust shifter mechanisms.

Manual Transmissions:

- Replace all seals, clutch, pressure plate, release bearing, and pilot bearing.
- Fill transmission and differential/final drive assembly to the proper level using proper fluids in accordance with the vehicle manufacturer's guidelines.
- Adjust shifter mechanisms.

Axle Assemblies and Transfer Cases:

- Replace seals and cover gasket (where applicable).
- Fill to the proper level using proper fluids in accordance with vehicle manufacturer's guidelines.
- All tires on the vehicle must be the same size as recommended by manufacturer for the vehicle.

Electrical Parts

- Follow manufacturers instructions for installing the particular electrical part.

A/C Compressors

- Replace the receiver/Dryer with a new unit.

Turbo Units

- Replace the oil feed and return tubing with new tubing.

Labor Service Agreement

The following defines the terms of National Parts Wholesalers' 6 month, 12 month, 18 month and 24 month Labor Service Agreement (LSA):

If **You** have selected and paid **Us** the corresponding LSA fee, then **We** agree that all the terms and conditions contained in the National Parts Wholesalers Parts Replacement Warranty provided with **Your** order, apply to this LSA, subject to the following additional terms and conditions:

1. This LSA begins on the date of delivery of **Your** part at the agreed "ship to" address and shall end either 6, 12, 18 or 24 months after the original delivery date and covers the repair or replacement of the part or **Assembly** described on **Your** original order or in **Our OVS**.
2. **We** have no obligations to anyone except to the customer named on the original order. This LSA is (a) non-transferable, and (b) non-refundable after the part or **Assembly** has been installed in a **Vehicle**.
3. This LSA covers **labor** only to the extent described below in the definition of "**Labor**".
4. For this LSA to be valid, **Your** original order must indicate (a) the coverage period of 6, 12, 18, or 24 months, and (b) the accurate odometer mileage of the **Vehicle** as of the date of the order.
5. Mileage is limited as follows during the applicable LSA period:
 - If **You** purchased 6 months of LSA coverage, the LSA will terminate on the earlier of 6 months after the date of delivery or 6,000 additional miles on the **Vehicle's** odometer.
 - If **You** purchased 12 months of LSA coverage, the LSA will terminate on the earlier of 12 months after the date of delivery or 12,000 additional miles on the **Vehicle's** odometer.
 - If **You** purchased 18 months of LSA coverage, the LSA will terminate on the earlier of 18 months after the date of delivery or 18,000 additional miles on the **Vehicle's** odometer.
 - If **You** purchased 24 months of LSA coverage, the LSA will terminate on the earlier of 24 months after the date of delivery or 24,000 additional miles on the **Vehicle's** odometer.

KEY TERMS (When used, Key Terms will appear in bold print)

"**You**" and "**Your**" mean the customer named on your original order.

"**We**", "**Us**", "**NPW**" and "**Our**" mean National Parts Wholesalers 11554 Davis Creek Ct. Jacksonville, FL 32256.

"**Assembly**" applies to engines (including just the cylinder block, cylinder heads and all internal lubricated parts) and/or transmissions (including only the case, and all internal lubricated parts) and/or front axles or rear axles (including just the housing, axles, internal gears, and bearings) and/or transfer cases (including only the housing, internal components and internal electronics) and/or carrier assemblies (including only the housing, gear set, case with non-removable stub axles and flanges) purchased by **You** for installation in a **Vehicle** to be used for private passenger use only.

"**Breakdown**" means the failure of the part or **Assembly** described on **Your** original order due to a defect in material.

"**OVS**" means **NPW's** automated order verification system.

"**Repairer**" means an independently owned and operated Licensed Repair Facility located within the United States.

"**Vehicle**" means the car or light truck in which the part or **Assembly** was originally installed.

"**Labor**" means **NPW** will reimburse the **Repairer** up to \$50.00 per hour for the repair of the part or **Assembly** covered by this LSA. These charges shall not exceed (a) 100% of the part or **Assembly** price as indicated on the original order, and (b) the applicable number of hours derived from labor allowances as published in the ALLDATA labor time allowance manuals for the specific part or **Assembly**.

At **Our** discretion, replacement parts used in covered repairs may include new, remanufactured, used, or non-original equipment manufacturer/aftermarket parts that meet **Our** quality standards. Replacement part mileage may be equal to or greater than that of the original part or **Assembly** purchased from **Us**.

WHAT THIS LSA DOES NOT COVER

This LSA will immediately terminate upon the occurrence of any of the events described in the National Parts Wholesalers Parts Replacement Warranty under the caption "THIS WARRANTY NULL AND VOID IF"

What to do if you have a claim:

All **Breakdowns** must be promptly reported by **You** to **Us** by calling 800-486-0922. **You** must follow all of the instructions described in the National Parts Wholesalers Parts Replacement Warranty under the caption "Filing a Claim".