

Section I: Supplier Information

Product Line: NAPA Battery Testers
Line Abbreviation: NBT
Supplier: Midtronics
Address: 7000 Monroe Street
City, State & Zip: Willowbrook, IL 60527
Website: www.midtronics.com



**BATTERY
TESTERS**

KEY PERSONNEL

Contact & Title: Elza Clark – NAPA National Account Sales Manager
Responsibilities: Program Development & Sales
Phone & Fax: 630-605-2499 fax: 630-455-5151
Voice Mail & E-Mail: eclark@midtronics.com

Customer Service Contact: NAPA Customer Service – Warranty, Service, Support
Phone & Fax: 866-592-8060 fax: 630-323-2844
Voice Mail & E-Mail: nbt@midtronics.com

Section II: Warranty Policies and Procedures

BATTERY TESTERS & DIAGNOSTIC CHARGERS:

Patents:

The battery tester/diagnostic charger is made by Midtronics, Inc., and is protected by one or more U.S. and foreign patents. For specific patent information, contact Midtronics, Inc. at 866-592-8060.

Limited Warranty:

This battery tester/diagnostic charger is warranted to be free of defects in materials and workmanship for a period of one year from date of purchase. Midtronics will, at our option, repair the unit or replace the unit with a remanufactured tester. This limited warranty applies only to Midtronics battery tester/diagnostic charger and does not cover any other equipment, static damage, water damage, over voltage, dropping the unit or damage resulting from extraneous causes including owner misuse. Midtronics is not liable for any incidental or consequential damages for breach of warranty. The warranty is void if owner attempts to disassemble the unit, or to modify the cable assembly.

REPAIR AND RETURN PROCEDURES

Contact Midtronics Customer Service Department at 1-866-592-8060 for a Return Material Authorization number prior to returning any tester/diagnostic charger unit for repair. Once this number is received, please mark it on the shipping container and return the unit to Midtronics Service Department at:

Midtronics, Inc.
7000 Monroe Street
Willowbrook, IL 60527
ATTN: RMA# _____

HANDLING OF ALLEGED DEFECTIVES

Contact: NAPA Customer Service
Phone 1-866-592-8060
Fax 630-323-2844
E-mail - nbt@midtronics.com

Warranty Policy question contact person: Elza Clark
Phone & Fax: 630-605-2499 fax 630-455-5151

Section III: Out of Warranty Service Guidelines

BATTERY TESTERS/DIAGNOSTIC CHARGERS:

To obtain service, purchaser should contact Midtronics for a Return Material Authorization number, and return the unit to Midtronics, freight prepaid. Attention: RMA# _____ Midtronics will service the tester/diagnostic charger and reship, the next scheduled business day following receipt or next day after repair cost is approved, using the same type carrier and service as received. If Midtronics determines that the failure was caused by misuse, alteration, accident or abnormal condition of operation or handling, purchaser will be billed for the repaired product and unit will be returned freight prepaid with freight charges as well as shipping and handling charges added to the invoice. Battery testers beyond the warranty period are subject to the repair charges as well as shipping and handling charges in effect at that time. Optional remanufacturing service is available to return the tester to like-new condition. Out of warranty repairs will carry a 3 month limited warranty. Remanufactured units purchased will carry a 6-month warranty.

Contact & Title: Customer Service Dept.
Supplier: Midtronics
Address: 7000 Monroe Street
City, State & Zip: Willowbrook, IL 60527
Phone & Fax: 866-592-2499 Fax 630-323-2844

Section IV: Rebate Policies

TOOL DAY SALE REBATE PROGRAM:

Product Line: NBT - NAPA Battery Tester.

Qualifications: NAPA Auto Parts Store must hold a focused selling event — Tool Day Sale, Tool Truck Sale, Tent Sale, Dealer Blitz, etc. All products must be sold as set up in the TAMS Tool Day Sale Rebate Schedule.

Registration Requirements: Tool Day Sales must be coordinated by Tool & Equipment DSM and registered with Tool & Equipment Regional Sales Manager. Rebate Tables must be turned on for the day(s) of the sales event.

Approval Process: All rebate requests must be received within 60 days of the day of the event. This program cannot be used in conjunction with any other NAPA or NAPA Battery Tester sales program. Product already on sale will not qualify.

Compensation: NAPA Auto Parts Store needs to transmit TAMS Tool Day Sale MI Rebate request for 10% of Jobber Net to the Distribution. Distribution Center will need to send a RGN to NAPA Battery Testers for 5% of DC Net

GOVERNMENT/SCHOOL PROGRAM: N/A

Rebates cannot be combined with any other offer. Contact supplier with questions.

Section V: Demo Program Details

See your NAPA Tool & Equipment Representative for details and availability

Section VI: Changeover Policies and Procedures

HANDLED ON AN INDIVIDUAL BASIS

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