BALKAMP

BK-Warranty Code 503 – 2 Years

Products distributed by Balkamp that carry a 2-year warranty are guaranteed to be free from defects in materials and workmanship when delivered to the customer. Some Balkamp products carry specific manufacturer warranties or require special handling procedures.

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.

This warranty 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 specified for "Repair and Return". Balkamp will not issue defective credit on assortments or kits as component parts are offered individually in Balkamp's line of products. In most cases, the kit or the assortment can be broken down into its individual component parts and replace only those parts which are truly defective. All alleged defects should be returned from the NAPA AUTO PARTS store to the NAPA Distribution Center and then the Distribution Center is to request an RGA from their servicing Balkamp Operation. Balkamp will review defective credit requests and issue credit on all items accompanied by the proper proof of purchase.