



****FOR NAPA USE ONLY****

NGK / NTK Warranty Guidelines

Policy WTY 0520N

Effective: May 1, 2020

All NGK / NTK products are manufactured to be free from defects and perform in the manner for which they were designed. In the case where a distributor has product it feels fails under warranty, please follow these guidelines:

NGK Spark Plugs: 60 days from date of purchase

NGK Racing Plugs: Due to the extreme modifications in racing applications, these spark plugs are not warranted

NGK Glow Plugs: 60 days from date of purchase

NTK Oxygen Sensors: 60 days from date of purchase

NGK Spark Plugs, Glow Plugs and Oxygen Sensors are guaranteed for 60 (sixty) days. All NGK Spark Plugs, Glow Plugs and NTK Oxygen Sensors warranted product must be reviewed by an authorized NGK Sales Representative. After being reviewed, product will be destroyed in field by the NGK Sales Representative. The NGK Sales Representative will submit a Warranty Authorization Request (WDF) to customer service, which will include part number(s) and quantity of items to be warranted. The WDF request must be submitted to NGK Customer Service before credit will be issued to the distributor.

NGK Coils: 3 (three) years or 36,000 miles from date of purchase

NTK Technical Sensors: 3 (three) years or 36,000 miles from date of purchase

All NGK Coils and NTK Technical Sensors warranted product must be reviewed by an authorized NGK Sales Representative. The NGK Sales Representative will submit a Returned Goods Authorization (RGA) Request to customer service, which will include part number(s) and quantity of items to be warranted. The product must be returned to the NGK Centerville Warehouse before credit will be issued to the distributor. Return warranted product to: NGK, ATTN: Warranty Department, 2700 Dewey Road, Centerville IA 52544.

NGK Wire Sets: NGK wire sets are guaranteed to provide adequate performance for the limited lifetime of the wire set. The lifetime of a wire set varies according to the vehicle application. All NGK wire sets warranted product must be reviewed by an authorized NGK Sales Representative. The NGK Sales Representative will submit a Warranty Authorization Request (WDF) to customer service, which will include part number(s) and quantity of items to be warranted. The product will be destroyed in field by the NGK Sales Representative. The WDF request must be submitted to NGK Customer Service before credit will be issued to the distributor.

Exclusions and Disclaimers of Warranties

- This limited warranty is not transferable and applies only to the original purchaser of the Product.
- NGK will not be responsible for damage resulting from any 1) deviation from NGK's application recommendations as stated in or on NGK's online catalog system or any packaging, labels or instructions with a Product, 2) installation of a Product in a manner which is not consistent with NGK's written instructions or accepted industry standard, 3) alteration or modification of a Product, 4) misuse, 5) neglect, 6) abuse, 7) accident, or 8) normal wear and tear, improper application, installation or operation of the Product
- This warranty does not apply to any Product that is installed in vehicles used for towing exceeding the vehicle manufacturer's defined limits, racing, public service, security or government use, off-highway recreational use, or four-wheel drive off-highway competition.

NOTE: On occasion, NGK Technical Engineers will want product returned for evaluation. NGK Sales managers will coordinate this if required.



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