

Product Warranty Policy

The Clore Automotive (SOR) Guarantee



**Clore
Automotive**

Clore Automotive (SOR) products are guaranteed to be free from defects in materials and workmanship for the Warranty Period set forth in the chart below. All Warranty Periods are from the date of purchase (dated sales receipt required). The Clore Automotive (SOR) Guarantee is not extended to products which, in Clore's sole judgment, have been misused, abused or modified from their original state.

The foregoing warranty is in lieu of all other warranties, whether oral, written, expressed, implied or statutory, including, but not limited to, implied warranties of fitness for a particular purpose or merchantability.

Product Line	Warranty Period
PORTABLE/COMMERCIAL JUMP STARTERS	
Jump-N-Carry Models	(30-Day OTC) 1 Year – Labor, parts and freight (one way)
Booster PAC Models	(30-Day OTC) 1 Year – Labor, parts and freight (one way)
Truck PAC Models	(30-Day OTC) 1 Year – Labor, parts and freight (one way)
Carlyle Models	(30-Day OTC) 1 Year – Labor, parts and freight (one way)
SOLAR Commercial Jump Starters (2001, 3001, 4001, HT1224AGM, FMB1224)	1 Year – Labor, parts and freight (one way) Remove battery(ies) prior to shipment.
BATTERY CHARGERS AND MAINTAINERS	
SOLAR PRO-LOGIX Portable Battery Chargers	1 Year – Over-the-Counter Replacement
SOLAR PRO-LOGIX Flashing Power Supplies	1 Year – Over-the-Counter Replacement
SOLAR PRO-LOGIX Wheel-Type Battery Chargers	(30-Day OTC) 2 Year – Labor, parts and freight (one way)
CHARGE IT! Battery Chargers	1 Year – Over-the-Counter Replacement
Carlyle Portable Battery Chargers	1 Year – Over-the-Counter Replacement
Carlyle Wheel-Type Battery Chargers	(30-Day OTC) 2 Year – Labor, parts and freight (one way)
SOLAR BATTERY TESTERS and POWER INVERTERS	1 Year – Over-the-Counter Replacement
LIGHT-N-CARRY LED LIGHTING SOLUTIONS	1 Year – Over-the-Counter Replacement
RECONDITIONED	90 Days – Labor, parts and freight (one way)
All Other (accessories, service parts)	90 Days – Labor, parts and freight (one way)

See "Warranty Repair and Return Procedures" for details on how to handle specific warranty situations.

End User original sales receipts are required for all warranty claims and Over-the-Counter Exchanges.

All warranty repair must be performed by a Clore Automotive (SOR) Authorized Warranty Service Center – we reserve the right to have warranty product returned for analysis. Under no circumstances shall Destroy in the Field be used as an option.

All returns to Clore Automotive (SOR) must have an RMA from Clore Automotive (SOR) or they will be sent back at your expense. Fax RMA request to 800.716.6531 or email to orders@cloreautomotive.com. Freight (one way) is prepaid freight for the return of your repaired product shipped from an Authorized Warranty Service Center.

Warranty Repair & Return Procedures

Over-the-Counter Exchange for Products –

Carlyle Jump Starters 1-30 Days After Date of End User Purchase

Carlyle Portable Battery Chargers 1-365 Days After End User Purchase

Carlyle Wheel-Type Battery Chargers 1-30 Days After End User Purchase

Jump-N-Carry, Booster PAC or Truck PAC Jump Starters 1-30 Days After Date of End User Purchase

SOLAR PRO-LOGIX Wheel-Type Battery Charger 1-30 Days After End User Purchase

SOLAR PRO-LOGIX and Bench-Type Portable Battery Chargers 1-365 Days After Date of End User Purchase

SOLAR Battery Testers and Power Inverters 1-365 Days After Date of End User Purchase

SOLAR CHARGE IT! Battery Chargers 1-365 Days After Date of End User Purchase

Light-N-Carry LED Lighting Solutions 1-365 Days After Date of End User Purchase

If a product from one of the above listed product categories fails due to a defect in material or workmanship within the period specified above, an Over-the-Counter exchange is allowed. The Original Proof of Purchase Receipt is required to verify unit failure within the above specified OTC Exchange period.

How to Handle? Exchange the item for the customer with a like item (same Model No.) that will satisfy his/her needs.

How to Process? Please follow these procedures to help ensure accurate credit for returns issued to the Distribution Centers in a timely manner.

1. All "New Defectives" must have a completed "Alleged Defective Merchandise Tag" along with a dated sales receipt.
2. The NAPA DC must then request a Return Materials Authorization (RMA) from Clore Automotive for return and credit by submitting an Alleged Defect Return Request. Contact Clore Customer Service by fax (800.716.6531) with Alleged Defect Return Request.
3. Clore Customer Service, upon review of the Alleged Defect Return Request, will issue a Return Materials Authorization (RMA) and supporting documents, which must be included on the cartons and paperwork of the return. **DO NOT RETURN GOODS WITHOUT RMA. RETURN MAY NOT EXCEED QUANTITIES SPECIFIED ON THE RMA.**
4. NAPA DC, upon receipt of RMA from Clore Automotive (SOR), may then return product to Clore Automotive, 8600 NE Underground Drive, Pillar 248, Kansas City, MO 64161, 816-459-2200.
5. Clore Automotive, upon receipt of goods and paperwork, will inspect shipment and issue credit for qualifying goods accordingly. Clore Automotive will only issue credit for product authorized by the RMA that arrives without loss or damage, is accompanied by a dated sales receipt, and conforms to the parameters of the warranty policy. **NOTE: ANY UNAUTHORIZED RETURNS WILL BE REFUSED AND RETURNED TO DISTRIBUTOR ON A COLLECT BASIS. ANY SHIPMENT THAT ARRIVES ON OUR DOCK THAT IS NOT OSHA OR U.S. DOT COMPLIANT WILL BE REFUSED.**

Questions regarding the Over-the-Counter Exchange Process? Call Customer or Technical Service at 800.328.2921.

Standard Warranty Procedure – *Jump-N-Carry*, Booster PAC, Truck PAC or Carlyle Jump Starters from Day 31 to end of Warranty Period After Date of End User Purchase

If a ***Jump-N-Carry*, Booster PAC, Truck PAC or Carlyle** Jump Starter fails to give satisfactory service due to defects in materials or workmanship between day 31 and the end of the Warranty Period, the end user should return the product with battery and *dated proof of purchase* to Clore Automotive (see details below).

How to Handle? The end user should not request warranty service through their point of purchase – all inquiries about warranty and repair issues must be made directly with Clore Automotive (SOR). For ***Jump-N-Carry*, Booster PAC, Truck PAC and Carlyle** Jump Starters, the end user should return product, with battery and *dated sales receipt* to Clore Automotive, Warranty Service, 8600 NE Underground Drive, Pillar 248, Kansas City, MO 64161. End user is responsible for all insurance and freight and other transportation charges to the factory. We will repair and return the unit, freight prepaid, if the repair is covered under our warranty. Clore Automotive is not responsible for damage incurred to the unit in transit. To check the status of a repair, end user should email repairs@cloreautomotive.com or call our Customer Service line at 800.328.2921.

Standard Warranty Procedure – *SOLAR PRO-LOGIX* and Carlyle Wheel-Type Battery Chargers from Day 31 to end of Warranty Period After Date of End User Purchase

If a ***SOLAR PRO-LOGIX* or Carlyle** Wheel-Type Battery Charger fails to give satisfactory service due to defects in materials or workmanship between day 31 and the end of the Warranty Period, the end user should return the product and *dated proof of purchase* to a Clore Automotive (SOR) Authorized Warranty Service Center (see details below).

How to Handle? The end user should not request warranty service through their point of purchase – all inquiries about warranty and repair issues must be made directly with a Clore Authorized Warranty Service Center. For nearest Clore Authorized Warranty Service Center, visit www.cloreautomotive.com or call our Tech Service line at 800.328.2921.

Standard Warranty Procedure – *SOLAR* Commercial Jump Starting Equipment

If a ***SOLAR*** Commercial Jump Starter fails to provide satisfactory service due to defects in materials or workmanship during the warranty period, the end user should contact a Clore Authorized Warranty Service Center for Warranty Service.

How to Handle? The end user should not request warranty service through their point of purchase – all inquiries about warranty and repair issues must be made directly with a Clore Authorized Warranty Service Center. For nearest Clore Authorized Warranty Service Center, visit www.cloreautomotive.com or call our Tech Service line at 800.328.2921.