

## **Clore (SOR) Limited Warranty – *Light-N-Carry* LED Work Light, CAM1**

Clore Automotive warrants your ***Light-N-Carry*** LED Work Light to be free from defects in material and workmanship, excepting abuse or misuse, for a period of one year from the date of sale to the original user or consumer purchaser. If your product malfunctions or fails within the warranty period, we will replace it with a new unit.

This warranty excludes and does not include malfunctions or failure of your product caused by repairs made by an unauthorized person, mishandling, modifications, normal wear, unreasonable use or damage to the product.

This warranty is in lieu of all other express warranties. The duration of any implied warranty, including but not limited to any implied warranty of merchantability or fitness for a particular purpose, made in respect to your product is limited to the period of the express warranty set forth above.

In no event shall Clore Automotive be liable for consequential or incidental damages. Some states do not allow limitations on the length of the implied warranty or the exclusion or limitation of incidental or consequential damages so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state.

### **Servicing Warranty for Clore (SOR) Item: *Light-N-Carry* LED Work Light, CAM1**

If a ***Light-N-Carry*** LED Work Light fails to provide satisfactory service due to defects in materials and workmanship within one year of sale to the end user, an Over-the-Counter exchange is allowed. The Original Proof of Purchase Receipt is required to verify unit failure within the first 365 days of purchase.

***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, 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 ORIGINATING DC ON A COLLECT BASIS. NOTE: ITEMS RETURNED AS DEFECTIVE CANNOT BE SHIPPED TO CLORE AUTOMOTIVE IF THEY ARE LEAKING FLUIDS. PLEASE DRAIN FLUIDS PRIOR TO SHIPPING. ANY SHIPMENT THAT ARRIVES ON OUR DOCK THAT IS NOT OSHA OR USDOT COMPLIANT WILL BE REFUSED.

***Questions regarding Alleged Defectives?*** Call Customer or Technical Service at 800-328-3921.