



WARRANTY POLICY AND CLAIMS PROCESS

Dear Valued Customer,

We take pride in the quality of our certified parts, which meet CAPA or N.S.F. standards. However, in the rare case that a part is defective or experiences *poor fitment, we are here to assist you. The following outlines the steps for submitting a warranty claim and the requirements for part and labor reimbursement via account credit.

WARRANTY CLAIM SUBMISSION GUIDELINES

- **Timeframe for Claims:**
 - **Body Parts:** Claims must be submitted within **90 days** of purchase.
 - **Lighting and Mechanical Parts:** Claims must be submitted within **1 year** of purchase.
 - **How to Submit a Claim:**
- 1. Contact Us Promptly:** Notify National Auto Parts as soon as your technician identifies a defective part or poor fitment.
 - 2. Email Your Claim:** Send an email to sales@napoakland.com with the following information:
 - Invoice and part number
 - A detailed description of the issue (defective or *poor fitment)
 - Photos showing the defective part in use on the vehicle, including the Certified Seal (located behind each certified part)
 - The original repair estimate
 - Labor hours (capped at 4 hours per part)
 - A revised estimate for materials and labor at a rate of **\$35.00 per hour** (Do not include the cost of the part in this new estimate; the part credit will be processed separately by our accounting department once the part is inspected.)

Once your claim is submitted, the Sales Manager will review it promptly. The Accounting Manager will follow up with you after your claim is approved. Please allow up to **15 business days** for processing and credit issuance.

WARRANTY TERMS AND CONDITIONS

- 1. Delivery Driver Liability:**
 - National Auto Parts delivery drivers are not responsible for signing any documentation related to the delivery or return of merchandise.
- 2. Defective Electrical or Mechanical Parts:**
 - The warranty on electrical or mechanical defects is void after 1 year from the purchase date.
 - Labor is not covered under the warranty for mechanical parts.
- 3. Poor Fitment Claims:**
 - Claims for *poor fitment are **void after 90 days** from purchase.
- 4. Recalibration Charges:**
 - Recalibration charges for headlights and sensors are **not covered** under the warranty
- 5. Damaged Discount and Repairs:**
 - Parts sold with a damaged discount and subsequently repaired are considered **final sale** and are not eligible for warranty.
- 6. Certified Seal Removal:**
 - The warranty and certification for CAPA or N.S.F. parts will be **void if the certified seal is removed**. For more information on the CAPA or NSF certification process, please visit:
 - [CAPA Certified Quality Seal](#)
 - [NSF Certification](#)

Thank you for choosing Collision Auto Parts. We are committed to ensuring your satisfaction and assisting you throughout the return process.

Sincerely,
Ray Tsai
CEO