



CONSUMER PROGRAMS

NORTH AMERICAN PARTS & LABOR WARRANTY

As a Parts Plus Car Care Center, you don't have to worry about your customers getting stranded on the road with repair problems. With the North American Parts & Labor Warranty, customers can travel with confidence, while you build loyalty and retention.

The North American Parts & Labor Warranty protects customers for **36 months / 36,000 miles**. When a customer is 25 miles or more from your shop, they simply call the warranty administrator to start the warranty claim process prior to work being performed.

If the customer is less than 25 miles from the original service center, the warranty administrator will direct the customer back to your repair facility. The original service center will cover parts and labor for the repair at no cost to the customer. The customer is liable for any repairs that fall outside of the original work that was completed.

By participating in the North American Parts & Labor Warranty program, your facility is enrolled in our nationwide referral network. When a consumer is looking for a repair facility in your area, they will be referred to your facility.

Additional information can be found at www.partsplus.org.