
BALKAMP

BTT - Warranty Code 731 – Limited Lifetime Repair & Return

Products distributed by Balkamp that carry a limited lifetime repair and return warranty are guaranteed to be free from defects in materials and workmanship when delivered to the customer. Some Balkamp products carry specific manufacturer warranties or require special handling procedures.

When a customer experiences operating problems with a product within 30 days of the original purchase, the NAPA Auto Parts store will be authorized to exchange the alleged defective item for a new one. The alleged defective item should be returned to your serving NAPA Distribution Center, who in turn will return the item to their servicing Balkamp operation. All alleged defective items must be accompanied by a receipt for proof of purchase, showing the purchase and exchange transaction took place within the warranty exchange period. The defective tag and RGN should be marked clearly as a “New Defective”. After the exchange period, this item will carry a limited lifetime repair or replace warranty. During that period, the alleged defective item will be repaired or replaced at Balkamp’s option. The alleged defective must be sent to an authorized Warranty Repair Center, freight prepaid. To ensure the repair and return of the item we require a sales receipt for proof of purchase and a completed copy of the NAPA defective tag.

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This warranty covers the cost of the defective product only and does not cover the cost of installation. Balkamp reserves the right to refuse credit in the event that any damage to the product resulted from collision, improper installation, or other customer abuses. This policy extends only to the original purchaser of the product and is nontransferable. The Balkamp Policy is in lieu of all other warranties, expressed or implied, with the exception of consumer warranties as provided with the packaged product. In warranty cases, those wishing to handle the warranty procedure directly with the manufacturer are welcome to do so. Credit will not be issued on warranty items as specified for repair or return. Tools sent for repair that are in a disassembled condition will not be covered as a warranty repair. Balkamp will not issue defective credit on assortments or kits as component parts are offered individually in Balkamp’s lines of products. In most cases, you can break down the kit or the assortment into its individual component parts and replace only those parts which are truly defective.