



<p>What It Is</p>	 <p><b>Nationwide Consumer Warranty</b></p>	 <p><b>24 Month/24,000 Mile Shop Labor Reimbursement</b></p>
<p>Who It's For</p>	<ul style="list-style-type: none"> <li>• Consumers of TechNet Member shops.</li> </ul>	<ul style="list-style-type: none"> <li>• This is a labor guarantee extended to Members by our stores and branches.</li> </ul>
<p>Why It's Important</p>	<ul style="list-style-type: none"> <li>• It is a foundational part of TechNet and <b>is</b> a marketing tool for <b>Members</b>.</li> <li>• It can be used to help with customer acquisition and retention.</li> <li>• All Members are expected to offer and honor this warranty.</li> </ul>	<ul style="list-style-type: none"> <li>• This expanded reimbursement program beyond the standard labor guarantee is offered to our Members to assure them we stand behind parts they purchase from us.</li> <li>• We understand they care about the service they provide to their customers.</li> </ul>
<p>What It Covers</p>	<ul style="list-style-type: none"> <li>• Covers consumers when a qualified repair fails.</li> <li>• It will pay the full retail rate of the re-repair for the consumer in the event of a failure. (up to the original invoice amount)</li> <li>• Responsibility for the cost of that repair depends on where the consumer is located when it happens. (see Warranty Procedure Manual)</li> <li>• The complete list of what is covered can be found in the Warranty Procedure Manual on the Member website.</li> </ul>	<ul style="list-style-type: none"> <li>• Covers qualifying labor to reinstall defective parts that Members purchase from Advance, Carquest, WORLDPAAC* or Autopart International.</li> <li>• If a part is found to be defective after installation, labor expenses are covered by the program at a rate of \$75 per hour.</li> </ul>
<p>How It Works</p>	<ul style="list-style-type: none"> <li>• If the consumer returns to the original shop, that shop extends the coverage per the terms of the warranty.</li> <li>• If the consumer cannot reasonably return to the original repair facility, they should contact the Warranty Administrator at 866-588-0728 and follow the prompts to start the claim process.</li> <li>• They will be directed to the nearest qualified repair facility, who then contacts the Warranty Administrator for authorization to proceed with the work.</li> <li>• Once the work is completed, the repairing shop is paid by the Warranty Administrator over the phone with a credit card for the full price of their work, up to the price on the original invoice.</li> <li>• The consumer typically does not have to pay anything.</li> <li>• Warranty may be extended to 36 months/36,000 miles for an additional fee.</li> </ul>	<ul style="list-style-type: none"> <li>• Once a defective part has been discovered, the shop calls 888-286-6772, and follows prompts to file a claim. MyAdvance users may file claims online.</li> <li>• A proof of purchase, original installation invoice, and the repair estimate/invoice are required to process the credit.</li> <li>• Members are paid \$75 per hour and time is calculated using industry-standard labor estimator guides. (Note: Members who purchase from an independently owned Carquest store will file the claim directly with their store, but receive the same terms.)</li> <li>• Shops will be reimbursed once proper paperwork is received and approved.</li> <li>• Shop labor reimbursement cannot be extended beyond 24 months/24,000 miles.</li> </ul>

\* For Members enrolled through AAP or CQ stores, labor claims can be filed on parts purchased directly from WORLDPAAC or Autopart International.

