

QUALITY PARTS
QUALITY TRAINING
QUALITY SERVICE
QUALITY DELIVERY
QUALITY BUSINESS SOLUTIONS
QUALITY PARTS
QUALITY TRAINING
QUALITY SERVICE
QUALITY DELIVERY
QUALITY BUSINESS SOLUTIONS
QUALITY PARTS



Means Total Quality to you!

At NAPA, we take quality seriously... in everything we do and everything we offer! From some of the Industry's most stringent requirements for the fit, form, finish and performance of the parts we sell to the latest access in quality training and technical information – if it says NAPA, it **Totally** means **Quality!**



The **NAPA Total Quality Program[†]** brings together the best in part quality assurance and access to the latest in skills development, technical information and business solutions that can make a difference in your operation. Join now @ \$150.00/year and gain access to these many program benefits – a combined savings value in excess of \$1,000.00/year!

90-Day Labour Warranty

It doesn't happen often but when it does, our labour reimbursement process is quick and easy!

- Provides re-repair labour reimbursement for part defects at approximately 75% of your door rate!
- Just call for authorization and fax or mail claim forms – it's that easy!
- Reimbursement is fast – real fast!

*More Total Quality Exclusive Offers!

IDENTIFIX Access to IDENTIFIX!

Have a tough fix? Get IDENTIFIX! IDENTIFIX provides easy on-line access to confirmed solutions for real world *tough fix* problems and available at **\$100's off published regular annual rates** to NAPA Total Quality members!

- Over 300,000 vehicle symptoms complete with associated short-cut tests and fixes!
- Confirmed fixes generated from over 3.6 million Repair Hot line Calls!



Your complete skills resource library!

- Get access to the latest in technical, management and sales/marketing information
- From work, from home – at your time and your convenience!
- Hundreds of educational, training and testing modules available instantly on-line
- For you, your service advisors, technicians – the whole operation can benefit!

And as a NAPA Total Quality member, you can join at the special introductory rate of just \$59.99/month. **That's \$120.00 off the regular yearly subscription price!**



Mitchell1 OnDemand5™ – Save over \$400.00/year!

Special monthly pricing on the industry leading web based repair information.

- Only system that includes SVG full-colour, fully searchable wiring diagrams for every vehicle back to 1985!
- All new search takes the guesswork out of finding critical information
- Intuitive TSB (Technical Service Bulletin) module makes finding TSB's a snap!
- 3 user agreement

And it's yours for at least \$420.00 off regular published annual rates PLUS, you'll save the \$419.00 activation fee! **That's a combined savings of more than \$800.00 off the regular first year rate!**

Special Credit Card processing rates – could save you \$100.00's!

- Through our relationship with TD Canada Trust & Global, you have access to preferred credit and debit card transaction rates using TD's Freedom IV Terminal System from as low as:
 - 1.65% on Master Card
 - 1.69% on VISA
 - \$0.05 per debit card transaction

For a \$500,000.00 a year shop saving just 1/10 of 1% – that could mean \$1000's extra a year in your pocket!

To join now simply complete the **NAPA Total Quality** enrollment form with your local NAPA Auto Parts Store representative. A complete "Welcome to the Program" package including easy access to all the programs mentioned above will be sent direct to all new members following enrollment.

†Registrants will be billed the annual (maximum) membership fee of \$150.00. The NAPA Total Quality annual membership fee is subject to applicable taxes and will be billed through your supplying NAPA Auto Parts Store the month following initial registration and **only** guarantees member benefits for the stated term and pricing described under "NAPA 90-Day Labour Warranty" and "NAPA Excellence" program(s). All other membership offers are subject to availability at the time of enrollment and at whatever terms or pricing is in effect at that time. The information above was correct at the time of printing and is subject to change at anytime without notice. Certain membership benefits such as TD Canada Trust/Global for credit card processing may require the additional execution and approval of a separate user/license agreement and the installation of the TD Canada Freedom IV Terminal. A full year membership starts January 1st of the current year and ends December 31st of the same year. Membership amounts are pro-rated based on sign-up date to a minimum amount of \$37.50. UAP Inc., other than as stated, makes no other representations or guarantees on rates or program availability described above. "Combined program benefits with a savings value in excess of \$1,000.00" is comprised of:

1. IDENTIFIX Total Quality member preferred rates of \$164.00/month vs. regular Identifix published rates of \$169.00/month.
2. NAPA Excellence preferred member rates of \$59.99/month vs. suggested regular monthly rate of \$69.99 however; some NAPA Stores may make this available for less.
3. Mitchell1 OnDemand5™ preferred member rates of, (Mitchell Corporate ID # 148), \$151.00/month vs. their regular published rates of \$189.00/month and includes the addition of a waived \$419.00 activation fee. Existing Mitchell or Snap-On ShopKey customers can access then in effect preferred NAPA rates at the time of their annual renewal.

* For the NAPA 90-Day Labour Warranty, the "approximate 75% door rate" is an estimate based on averaged available regional industry information.

For more information on these or any other NAPA programs available to you, please contact your local NAPA Auto Parts Store Representative. © 2012 UAP Inc.