

The Right Part at the Right Time

Quality
Selection
Innovation
Service

WORLDPAC is a leading importer / distributor of original replacement parts for imported cars and light trucks. We have obtained this position by developing our products and services based on the needs of our customer. We have been servicing the automotive aftermarket and developing a strong relationship with quality minded shops for the past 30+ years.



Outstanding Service and Innovation

- Multiple same day deliveries from over 60 warehouses located throughout North America, including 8 in Canada
- Overnight service to every address in North America
- Parts directly imported from the most respected OEM manufacturers in the automotive industry
- Our experienced sales staff and customer service teams are dedicated to your success
- WORLDPAC stocks over 100,000 part numbers for 26 car lines, covering more than 1,000,000 import and domestic applications



WORLDPAC

World Wide Parts and Accessories Corporation



Customer Support Programs

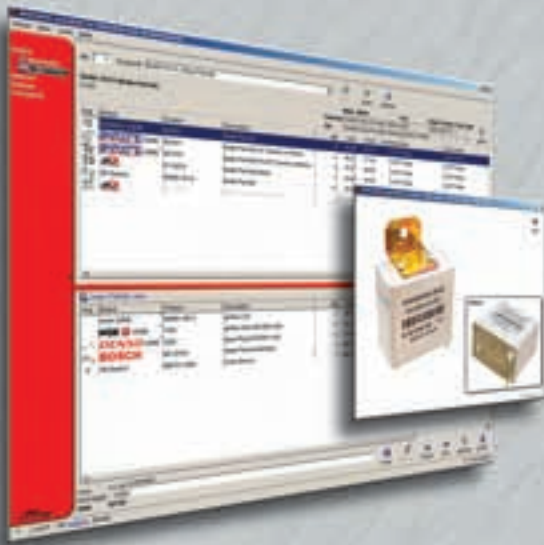
WTI - WORLD PAC Training Institute specifically addresses the three primary areas of running a successful business

- **Technical Training:** Car line specific program provides advanced diagnostic training for repair technicians
- **Business Management Training:** Educational training classes covering Marketing, Service Advisor Training, Financial and Employee Management
- **Value Added Services:** Training for speedDIAL, Customer Marketing Services and Product Awareness



Customer Marketing Services - Increase car counts and build customer loyalty

- **My Customer Builder:** Car line specific, targeted, direct mail acquisition program
- **Customer Service Index (CSI):** Professional phone surveys allow you to track satisfaction scores for your business, service advisors, as well as your technicians
- **New Mover Program:** Professional direct mail program that targets new residents in your area



speedDIAL - Our exclusive on-line catalog and ordering system

- Real time price and availability
- Self service returns
- Over 50,000 digital color images
- Technician forums
- Integrates with the leading shop management software *and much more ...*

**“Not using WORLD PAC...
Why not?”**