



## **RETURNS**

Items may be returned for refund or exchange within ninety days of purchase. All returned items must be unused and may be subject to a 15% restocking fee. Custom parts are non-returnable.

## **REPAIRS**

Items returned for repairs should be accompanied by an RMA number which can be obtained by contacting a Racepak tech support representative at (888) 429-4709. Be sure to write the number on the package, and complete the attached RMA form giving a brief summary of the issue.

## **WARRANTY**

Racepak makes every effort to insure that our products and services are of the highest quality and standards. It is our intention to maintain a mutually beneficial and cordial relationship with each and every one of our customers.

Racepak warrants all merchandise manufactured by Racepak against defects in workmanship or materials for a period of six months after the date of purchase. This warranty applies to the first retail purchaser and covers only those products exposed to normal use or service. It does not apply to those products used for a purpose for which it was not designed, or which has been altered in any way that would be detrimental to the performance or life of the product, or misapplication, misuse, negligence, or accident. Any part or product found to be defective after examination by Racepak will be repaired or replaced. Racepak assumes no responsibility for diagnosis, removal and/or installation labor, loss of vehicle use, loss of time, inconvenience or any other consequential expenses.

This warranty is in lieu of any other expressed or implied warranties, including any implied warranty of merchantability or fitness, and any other obligation on the part of Racepak, or selling dealer.

**Repair/Returns**

**Policy**

All items being repaired or replaced must use the following steps:

1. Contact Racepak's Repair/Returns Department at (888)429-4709 to obtain a RMA number.
2. Complete this RMA form describing the issue(s) to the best of your knowledge.
3. Place the completed form with the items being returned securely in a box.
4. Our Repair/Returns Department will than process your request promptly.
5. For rush repairs, note the name of the Tech/Sales person spoken with and place it next to the RMA#.

RMA # \_\_\_\_\_



**Return Material Authorization (RMA) Form**

**CUSTOMER INFORMATION**

Customer # \_\_\_\_\_

Company \_\_\_\_\_ Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

RMA# \_\_\_\_\_ Date Issued: \_\_\_\_\_

Qty	Part Number/Description	Reason for Return	Serial #	Order Number	Order Date

**Comments/Notes:**

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## Shipping Instructions:

1. Clearly write the RMA# obtained from Racepak in the space provided located in the lower left hand corner.
2. Use the address label included and secure to package(s) with contents.
3. Customer is responsible for all shipping charges.
4. Ship only authorized units.

\*Shipments received by Racepak LLC without a RMA number will not be serviced until all information is complete.

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RACEPAK  
ATTN: REPAIR / RETURN DEPT.  
1350 PULLMAN DR.  
DOCK # 14  
EL PASO, TX. 79936

RMA# \_\_\_\_\_

Notes: All repairs / returns are subject to the following Racepak LLC return policies:  
Returns are subject to charge a 15% restocking fee. The ship to address cannot be a P.O. Box. All return shipment to customers will ship via UPS. Customer is responsible for shipping charges. Refunds cannot be given on custom or personalized items. All items not claimed within 100 days upon receipt are subject to property of Racepak LLC.