



PITSTERPRO

WARRANTY SERVICE FORM

Form (10/25/09)

COMPLETE ALL SECTIONS OF THIS FORM BEFORE RETURNING YOUR PITSTER ITEM FOR SERVICE.

For Customer Assistance call (801) 796-7416 Service Hours (MST): Monday-Friday: 9:00am-5:00pm

Turn-around time is approximately 7 working days from receipt. Lead time, options, and pricing subject to change.

STEP 1 • CHECKLIST FOR WARRANTY SERVICE

REVIEWED THE FOLLOWING TO ENSURE MY PITSTER PRODUCT HAS BEEN INSTALLED AND USED PROPERLY

- Reviewed Any and All Installation/set up Instructions
Reviewed WARRANTY statement of instructions to ensure no warranty provisions have been voided.

ITEM WAS PURCHASED WITHIN 30 DAYS IN THE USA OR CANADA AND ONE OF THE FOLLOWING IS ATTACHED [REQUIRED for warranty service]:

- Itemized Sales Receipt (following must be complete)
PURCHASE DATE:
DEALER: STATE:
DEALER PHONE (with area code):
Previous Pitster Service Invoice INV#: DATE:

COMPLETED SERVICE FORM (one form for each item)
Once you have completed the above checklist, ship item to:

SHIP ITEMS TO: USA Motortoys, LLC. Attn: Pitster Warranty
25 N. 1400 W. Suite A, Lendon, UT 84042

WE STRONGLY SUGGEST USING A SHIPPING SERVICE THAT USES A TRACKING SYSTEM, SUCH AS UPS OR FEDEX.

STEP 2 • RETURN SHIPPING ADDRESS

NAME
STREET ADDRESS (no PO Box)
CITY STATE ZIP
COMPANY NAME (if applicable):
SHIPPING ADDRESS IS: Residential Commercial Rural
E-MAIL ADDRESS:
DAYTIME PHONE: ( )

STEP 3 • PRODUCT & USAGE INFORMATION

PRODUCT
BIKE MODEL
BIKE VIN NUMBER PART NUMBER:
HAS THIS ITEM EVER FUNCTIONED PROPERLY? Yes No
HAS THIS ITEM EVER BEEN SERVICED? Yes #TIMES No
DESCRIPTION OF PROBLEM AT TIME OF FAILURE:

Large empty box for description of problem at time of failure.

STEP 4 • SERVICE OPTIONS (MUST BE COMPLETED)

EACH ITEM WILL BE INSPECTED TO DETERMINE IF ANY WARRANTY CONDITIONS HAVE BEEN VOIDED AND WILL BE PROCESSED AS FOLLOWS:

- WARRANTY NOT VOIDED: Item will be repaired or replaced at no charge. Copy of original sales receipt must be provided
OPERATES NORMALLY: Units that operates normally will be returned to customer with a \$25 inspection fee and shipping/handling fee.\*
WARRANTY VOIDED: Parts will be replaced and charged or returned at customers selection below. Explanation of problem will be stated on the customer's invoice.

IF YOUR ITEM IS NOT COVERED UNDER WARRANTY, WOULD YOU LIKE YOUR ITEM RETURNED OR REPLACED?

This section will be ignored if warranty is approved.

Refer to the Pitster Parts department for description of options and exchange prices.

- Direct Replacement Cost: \$
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Upgrade (cost will be determined with Parts dept.)

UPGRADE DESCRIPTION IF AVAILABLE:

Large empty box for upgrade description if available.

STEP 5 • RETURN SHIPPING

UNITS SERVICED UNDER WARRANTY: Package will be shipped via UPS Ground unless a faster service is selected.

- UPS GROUND: No Charge
UPS 2-DAY: Standard UPS Charges
UPS NEXT DAY: Standard UPS Charges

UNITS NOT SERVICED UNDER WARRANTY: Indicate shipping method.

- UPS GROUND UPS 2-DAY UPS STANDARD (Canada)
UPS 3-DAY UPS NEXT DAY UPS EXPRESS (Canada)

STEP 6 • PAYMENT METHOD

No credit card charges will be made unless faster shipping was selected or the warranty has been voided. COMPLETE ALL INFORMATION. Sorry, no checks.

- VISA MASTER CARD OTHER

Credit Card #

Print Name Exactly as it Appears on Card:

Billing Address: Zip Code

3-Digit Security Code (back of card)

Cardholder's Signature: Exp. Date:

AUTHORIZATION TO SERVICE ITEM

I authorize Pitster Pro to service my product as I have indicated on this form. I understand that if my product is replaced, my original product will no longer be available. I understand that if my product is not covered under warranty and I have not completed STEPS 4 & 6 or signed this authorization, my product will be discarded after 30 days of receipt or charged for a new part at my request. I further understand that if my product operates normally, I will be charged a \$25 inspection fee and shipping/handling charges.

Signature (Required): Date / /