



RMA sent to: Race Tech Performance

201 Lemon Creek, Suite a, WALNUT, CA 91789
 TEL: 909-348-7277 FAX: 909-348-7332

RMA No:
Issue Date:
Race Tech Performance. use ONLY!

RMA Steps 1-2-3: 1. Fill out RMA request form COMPLETELY. 2. Must require a hard copy of RMA form inside the box 3. Fax or Email to Race Tech Performance RMA Dept. (Fax: (909)348-7332 email: Rtp_dd@yahoo.com)

Name: _____ Company Name (if any) : _____

Address: _____
(No. and Street) City State Zip Code

Telephone: _____ Fax: _____ Email: _____

Race Tech Performance Model / Item No.	Invoice # / Date	Serial No. (if any)	Problem Description (Need to be defined clearly)	RMA Req. for	Complete Pkg.	Incomplete Pkg. missing the following parts.
				Credit Replace		
				Credit Replace		
				Credit Replace		
				Credit Replace		
				Credit Replace		
				Credit Replace		

V-V-V-V-V Race Tech Performance RMA DEPT. USE ONLY. V-V-V-V-V

Total number of RMA item(s) request: _____ **pcs** **Total number of item(s) received:** _____ **pcs**

Everyone must follow and meet the following procedure(s) / requirement(s) for proper RMA process. Race Tech Performance will not be responsible for any delay due to incomplete/misprint information.

- 1 Customer must fill out the form completely . Any request(s) without required information will be ignored. Please follow "RMA Steps 1-2" above.
- 2 RMA # is valid for 15 days from the issue date. All product(s) list on the RMA Request Form must receive by Race Tech Performance within 15 days. A new RMA # need to be obtained after the validation time. RMA # cannot be reused/duplicated.
- 3 All return product(s) must securely pack in box with stuffing materials All RMA must be shipped in freight/insurance prepaid. A traceable shipping method is highly recommended. Customer assumes risks of loss/damage in transit.
- 4 Race Tech Performance uses **1-to-1** ratio for RMA return for replacement(s). If customer wants to have a complete package replaced, you must return product(s) in **FULL** set.
- 5 All return product(s) for credit/exchange must be in its original color-box including all accessories (For more information on complete package content, please Email to rtp_dd@yahoo.com)
- 6 RMA request(s) for credit and/or exchange can be refused at Race Tech Performance discretion.
- 7 Customer will be notified for any out-of-warranty product(s), physical damaged product(s), and non-Race Tech Performance product(s) that received. Race Tech Performance will not responsible for freight/insurance charges for returning the above said product(s). If no instructions from customer within **one week**, Race Tech Performance held no responsible for the product(s) thereafter.
- 8 All return product(s) must **like-new, no physical damages** (including surface scratches), and **in resellable condition**. All return product(s) will be inspected.
- 9 The RMA # must clearly mark on the shipping label for all return package(s). **DO NOT PUT RMA # ON PRODUCT DIRECTLY**. Any packages without RMA # marked outside will be refused.
- 10 RMA # will be issued via Phone, Fax, or e-mail whichever is available within 24 hours of request. Turn-around time for RMA replacement(s) is 3-7 working days from the day the package(s) received by Race Tech Performance
- 11 Race Tech Performance accepts RMA from endusers for **replacement ONLY**. Credit refund and/or exchange are handled by retail store(s).
- 12 DOA (Defected On Arrival) period is 7 working days from the purchase/invoice date.