

Repair/Returns Policy

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

1. Contact Racepak's Repair/Returns Department at (949)709-5555 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: _____

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.**

**RACEPAK
ATTN: REPAIR / RETURN DEPT.
30402 ESPERANZA
RANCHO SANTA MARGARITA, CA 92688**

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.