



Email: sales@trailtech.net
Web Site: www.trailtech.net

Trail Tech Inc.
1600 SE 18th Avenue
Battle Ground, WA 98604
ATTN: SERVICE

PRODUCT REPAIR REQUEST

No pre-authorization is necessary to return a product for repair. Please include a printed copy of this form with your item, and ship to the address listed in the upper right corner. Trail Tech strongly recommends that you use a shipping method that allows you to track your shipment. Trail Tech is responsible for your return after it has been received. Trail Tech will charge a flat \$9.00 fee to return the item to you after repair via UPS Ground. If we are unable to repair the item, we will contact you. If you are an international customer, we will contact you regarding return shipping arrangements and associated charges BEFORE WE REPAIR THE PART.

Note: We cannot ship to PO Box addresses.

Products are repaired on a first come first serve basis. Turn around time for a particular repair is dependent upon circumstances such as product type, the nature of the problem, and current repair volumes. Average turn around time for most products/problems is three to five business days, excluding transportation time.

Trail Tech guarantees its repair work for a duration of 90 days from the time the repaired product is returned to the customer.

If the original problem described was not resolved, or reoccurs within the 90 day period, Trail Tech will re-repair the unit free of charge, including transportation.

Contact Person: Date:

Ship to Address: Apt. #:

City: State: Zip Code:

Contact Phone: Email: Fax:

Product/Model: Approximate date product was purchased:

PRODUCT INFORMATION - Please describe problem/work to be done

PAYMENT INFORMATION

Billing Address: Apt. #:
if different than ship to

City: State: Zip Code:

CALL FIRST IF TOTAL REPAIR COST IS OVER \$ \$9 flat fee return shipping will be added to repair fee.

Type of Card: Visa Mastercard Amex Disc. Cardholder Name:

Account No: Expiration Date (mm/yy):

V-Code: Authorization Signature:

V-Code is the last three digits on back of Visa/MC/Disc, or 4 digits on front of Amex

Notice: By signing this document, you authorize Trail Tech to provide service for the product you have sent to us, and you authorize Trail Tech to charge your credit card up to the amount authorized by you. If no amount is listed, you will be contacted prior to any work occurring.

For internal use only

Description of Repair Done:

Technician Signature: _____