



TRADE-IN SERVICE FORM (ESC/MOTOR)

Form #4 (7/8/11)

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

For Customer Assistance, call (949) 833-8873 Service Hours (PST): Monday-Friday: 8:00 a.m. - 4:00 p.m.

Turn-around time is approximately 5-7 working days from receipt. Lead time, options and pricing subject to change.

STEP 1 • FORM DIRECTIONS

Use this form to trade in your Novak products for Non-Warranty Replacement. One form for up to three products.

SHIP ITEMS TO: NOVAK ELECTRONICS, INC. Attn: Trade-In
17032 Armstrong Ave., Irvine, CA 92614

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 • TRADE-IN INSTRUCTIONS

For each product returned, indicate the model of the returned item. Then select whether you wish to replace or exchange it for a different model. For brushless systems, list the speed control and motor separately. Refer to the Novak *Trade-In Service Program* for descriptions of eligible products, replacement options & prices. Note that ESCs can only be replaced or exchanged for a speed control and a brushless motor can only be exchanged for a brushless motor.

ITEM #1: Model _____

Replace Exchange For _____

Cost: \$ _____

ITEM #2: Model _____

Replace Exchange For _____

Cost: \$ _____

ITEM #3: Model _____

Replace Exchange For _____

Cost: \$ _____

For Brushless Systems: ESCs and Motors will be replaced per customer's instructions. Indicate if you wish to have items resoldered and tested together.

RESOLDER & TEST SYSTEM **Fee: \$10.00**

TOTAL REPLACEMENT COST: \$ _____
(including replacement cost and resoldering)

Note: If a BL system is returned and it is not known which item needs to be replaced, Novak will determine which item(s) are non-working.

- If one item is non-working, this item will be replaced per instructions and the working item will be returned.
- If both items are non-working, both items will be replaced per instructions.
- If both items operate normally, both items will be returned and a \$30 fee will be charged.

STEP 4 • RETURN SHIPPING

SELECT THE RETURN SHIPPING OPTION.

Refer to the Novak *Shipping Fees* chart for shipping charges. (An additional charge will be added for rural locations: \$15.00 for US & Canada / \$25.00 for International).

For US customers:

- UPS GROUND UPS 2-DAY
 UPS 3-DAY UPS NEXT DAY

For Canada & International Customers:

- UPS EXPEDITED UPS STANDARD (Canada only)
 UPS EXPRESS

STEP 5 • TOTAL CHARGES

COMPLETE THE FOLLOWING TO DETERMINE YOUR TOTAL AMOUNT DUE. MULTIPLE ITEMS CAN BE COMBINED INTO ONE ORDER TO SAVE ON THE SHIPPING COST.

TOTAL REPLACEMENT COST (From Step 3) \$ _____

TAX (7.75% on Replacement Cost – CA Residents only) \$ _____

SHIPPING (From Step 4; Add Rural Charge if applicable) \$ _____

TOTAL AMOUNT DUE: \$ _____

STEP 6 • PAYMENT METHOD

COMPLETE ALL PAYMENT INFORMATION*. Sorry, no checks.

VISA MASTER CARD AMERICAN EXPRESS

MONEY ORDER (Exact amount needed) PAYPAL

(PayPal E-mail Address: _____)

Credit Card #

Print Name Exactly as it Appears on Card: _____

Billing Address: _____

City: _____ State: _____ Zip: _____

3-Digit Security Code (back of card): _____ Exp. Date: _____

Cardholder's Signature: _____

AUTHORIZATION TO SERVICE ITEM

I authorize Novak Electronics, Inc. to replace my product as I have indicated on this form, and agree to the replacement charges. I understand that my product will not be inspected or repaired by a technician and that my product will no longer be available once the product is replaced. If I have not made a shipping selection, I agree to have my product shipped via UPS Ground (UPS Select in Canada; UPS Expedited for all other international locations), and I will pay the applicable shipping fee.

Signature (Required): _____ Date ___ / ___ / ___

*If payment information is not included, processing time will be increased.