



# WARRANTY SERVICE FORM

Form #22 (6/10/11)

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 • CHECKLIST FOR WARRANTY SERVICE

- REVIEWED THE FOLLOWING TO ENSURE NOVAK PRODUCT HAS BEEN INSTALLED AND USED PROPERLY
  - Reviewed Installation Instructions
  - Reviewed PRECAUTION section of instructions
  - Reviewed TROUBLE-SHOOTING section of instructions
  - Reviewed WARRANTY statement of instructions to ensure no warranty provisions have been voided.

ITEM WAS PURCHASED WITHIN 120 DAYS AND ONE OF THE FOLLOWING IS ATTACHED [REQUIRED for warranty service]:

- Itemized Sales Receipt** (following must be complete)  
PURCHASE DATE: \_\_\_\_\_  
HOBBY DEALER: \_\_\_\_\_ STATE: \_\_\_\_\_  
HOBBY DEALER PHONE (with area code): \_\_\_\_\_
- Previous Novak 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: NOVAK ELECTRONICS, INC. Attn: Warranty Dept.  
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 • PRODUCT & USAGE INFORMATION

PRODUCT \_\_\_\_\_

PART NUMBER \_\_\_\_\_ SERIAL NUMBER: \_\_\_\_\_

HAS THIS ITEM EVER FUNCTIONED PROPERLY?  Yes  No

HAS THIS ITEM EVER BEEN SERVICED?  Yes #TIMES\_\_  No

GEARING SPUR: \_\_\_\_\_ PINION: \_\_\_\_\_ TRANSMISSION: \_\_\_\_\_

TYPE OF BATTERY  Li-Po  NiMH # of cells \_\_\_\_\_

VEHICLE TYPE \_\_\_\_\_

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 replaced with a remanufactured at no charge. Valid sales receipt must be provided.
- **OPERATES NORMALLY:** Units that operates normally will be returned to customer with a \$30 inspection fee and shipping/handling fee.\*
- **WARRANTY VOIDED:** Item will be replaced or returned per customer's instructions in the below section. Explanation of problem will be stated on the customer's invoice. Water damage and burned stator/shorted coils are not covered under warranty.

IF YOUR ITEM IS NOT COVERED UNDER WARRANTY, WOULD YOU LIKE IT: (This section will be ignored if item is under warranty.)

- Returned  Replaced\*\*  Discarded
- Returned: choose from one of the below "RETURN SHIPPING" options (Step 5)  
Replaced: your item will be replaced with a remanufactured item of the same model  
Discarded: your item will not be returned and will be discarded

\*\*If you would like to trade in your non-warranty item, refer to the Novak *Trade-In Program* for description of options and prices, and fill out the information below.

#### ESC

Exchange  Upgrade

Model \_\_\_\_\_ Cost: \$ \_\_\_\_\_

#### MOTOR

Exchange  Upgrade

Model \_\_\_\_\_ Cost: \$ \_\_\_\_\_

### STEP 5 • RETURN SHIPPING

Package will be shipped via UPS Ground or USPS unless a faster service is selected. If item(s) are not covered under warranty, shipping charges will apply. For shipments outside the US, refer to the *Shipping Fees* chart. An additional charge will be added for rural locations. (\$15.00 for US & Canada / \$25.00 for International.)

- UPS GROUND: No Charge ..... (\$10.50 for Canada, AK, HI or PR)
- UPS 2-DAY: \$8.00 ..... (\$15.00 for AK, HI or PR)
- UPS NEXT DAY: \$22.00 ..... (\$26.00 for AK, HI, PR \$39.50 for Canada 1-2 days)
- UPS STANDARD: (Can.): Refer to the *Shipping Fees* chart
- UPS EXPEDITED: (Int'l): Refer to the *Shipping Fees* chart

### STEP 6 • PAYMENT METHOD

No credit card charges will be made unless faster shipping was selected, shipment is outside the continental U.S., or the warranty has been voided.

COMPLETE ALL INFORMATION. Sorry, no checks. If payment information is not provided and item is not covered under warranty, processing time will be increased.

- VISA  MASTER CARD  AMEX  MONEY ORDER (Exact amount needed)
- PAYPAL (PayPal Email Address \_\_\_\_\_)

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 Novak Electronics, Inc. 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. I further understand that if my product operates normally, I will be charged a \$30 inspection fee and shipping/handling charges.

Signature (Required): \_\_\_\_\_ Date \_\_\_ / \_\_\_ / \_\_\_