



208-634-5559 Business  
208-634-5569 Fax

## SERVICE REQUEST FORM

RETURN AUTHORIZATION (RA) NUMBER \_\_\_\_\_ SERVICE@TEAMTEKIN.COM

FAILURE TO COMPLETE ALL SECTIONS ON THIS FORM WILL CREATE DELAYS IN OUR ABILITY TO EXPEDITE YOUR SERVICE REQUEST IN A TIMELY MANNER (Please Print or Type Legibly)

<b>SHIP TO</b>	Name: _____
	Shipping Address: _____
	City: _____ State: _____ Zip Code: _____ COUNTRY _____
	Email Address: _____@_____ Daytime Phone Number _____

<b>BILL TO</b>	Name: _____
	Shipping Address: _____
	City: _____ State: _____ Zip Code: _____ COUNTRY _____
	Email Address: _____@_____ Daytime Phone Number _____
	Credit Card Number (Visa/MC/Discover): _____ Expiration Date _____
	Card Holder Signature _____

**Credit Card and Signature must be provided for all non-warranty service and expedited shipping requests.**

<b>WARRANTY</b>	Please <b>CIRCLE</b> appropriate response.
	Y / N 1. Were items purchased NEW less than 120 days ago?
	Y / N 2. Is the receipt or credit card information included?
	Y / N 3. Product was connected correctly and used only in the manner for which it was intended?
	Y / N 4. Product was kept dry and never allowed to come in contact with water or moisture?

**\*Answering NO to any question will be considered non-warranty repair/replacement. For warranty, you must include a copy of the receipt of purchase within 120 days. Without receipt, the item will be considered non-warranty and **requires** a credit card.**

<b>INSTALLATION</b>	<b>Item to be repaired</b> _____	Description of Problem _____
	Has it been serviced before? Y/N Date _____	_____
	Type/Model of Vehicle _____	_____
	Brand/Model of Receiver _____	_____
	ESC Type _____ Motor Type _____	_____
	Battery Type _____	<b>* Non-Warranty Replacement Prices do not reflect upgrade or Trade-In costs.</b>
	Brand/Model of Transmitter _____	

<b>NON-WARRANTY REPLACEMENT</b>	PRICE			
	B1	\$30	RS Pro	\$92
	B1R	\$30	RX8	\$94
	Mini Rage	\$41	SC4X	\$67
	FX	\$54	Mini Motor	\$30
	FXR	\$55	Crawler Motor	\$23
	FX Pro	\$66	Crawler Pro Motor	\$44
	FXR Pro	\$66	T8 Buggy Motor	\$73
	R1	\$71	T8 Truggy Motor	\$76
	RS	\$73	Redline Motor	\$51
			HotWire	\$17
	MINIMUM WARRANTY REPAIR COST			
		\$25	For Basic Service (Plug, Wire, Case)	
		\$40	For RX8 (CPCB, Case)	
		\$50	For RX8 (PCB/FET, CPCB, Case)	

**SHIPPING OPTIONS**

- Warranty items will be shipped back US Priority, 1<sup>st</sup> Class International or whatever method Tekin deems appropriate.
  - Non-Warranty items will be shipped back **at your expense** via US Priority or 1<sup>st</sup> Class International, plus a Handling Fee.
  - You may expedite shipping **at your expense** by choosing one of the following methods:
    - US Postal Express ... From \$20
    - UPS Overnight ..... From \$40
    - UPS 2<sup>nd</sup> Day ..... From \$25 ( US only)
- \*\* We do not offer DHL or FedEx, as they do not service our area  
\*\* Tekin will not reimburse any shipping for items sent in.
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|--|---|
| <b>If using USPS:</b><br>Tekin, Inc.<br>P.O.Box 2189<br>McCall, ID 83638 | <b>If using UPS or FEDEX</b><br>Tekin, Inc.<br>165 Commerce St.<br>McCall, ID 83638 |
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