



Service Request Form

Tekin, Inc.

Phone: 208-634-5559

Fax: 208-634-5569

Email: support@teamtekin.com

1. Call Or Email Our Technical Support Department To Obtain A Return Authorization

RA# # _____ **IMPORTANT!! You Must obtain an RA number before sending in your item!**

2. To Avoid Delays In Service, Fill Out Entire Form Completely And Include With Shipment!

Customer & Return Ship Information	Name: _____
	Shipping Address _____
	City _____ State _____ Zip _____ Country _____
	Email Address _____ Telephone # (____) _____

3. Failure to complete and include accurate Credit Card info may result in service delays!!

Customer Billing Information (Visa / MC Only)	Name as it appears on the Credit Card _____
	Billing Address of Credit Card _____
	City _____ State _____ Zip _____ Country _____
	Credit Card Number (Visa / MC) _____ Expiration Date _____
	Card Holders Signature _____ Date _____

4. Does The Item Qualify For Warranty? Complete The Following Checklist:

Y	N		
<input type="checkbox"/>	<input type="checkbox"/>	Item was purchased <i>new</i> less than 120 days ago.	**NOTE** ITEMS SENT IN AS WARRANTY WITHOUT PROOF OF PURCHASE WILL NOT BE ACCEPTED BY OUR SERVICE DEPARTMENT!!!!!!
<input type="checkbox"/>	<input type="checkbox"/>	Receipt is included showing purchase date less than 120 days.	
<input type="checkbox"/>	<input type="checkbox"/>	Item was connected correctly and used only in the manner for which it was intended.	
<input type="checkbox"/>	<input type="checkbox"/>	Item was kept dry and never allowed to come into contact with water or moisture.	

5. If You Answered No To Any Question In Step 4 The Item Does Not Qualify For Warranty !

Non-Warranty Replacement Costs	<input type="checkbox"/> B1	-\$32	<input type="checkbox"/> RS	-\$79	**IMPORTANT** By checking any of these items, you authorize Tekin to bill your credit card for the specified amount plus standard shipping charges. To expedite your service please include credit card information when choosing non-warranty replacement.
	<input type="checkbox"/> B1R	-\$32	<input type="checkbox"/> RS Pro	-\$104	
	<input type="checkbox"/> MiniRage	-\$41	<input type="checkbox"/> RX8	-\$94	
	<input type="checkbox"/> FX	-\$54	<input type="checkbox"/> Redline Mini Motor	-\$30	
	<input type="checkbox"/> FXR	-\$55	<input type="checkbox"/> Crawler Motor	-\$23	
	<input type="checkbox"/> FX Pro	-\$66	<input type="checkbox"/> Pro Crawler Motor	-\$44	
	<input type="checkbox"/> FXR Pro	-\$66	<input type="checkbox"/> T8 Motor, Buggy	-\$73	
	<input type="checkbox"/> R1	-\$71	<input type="checkbox"/> T8 Motor, Truggy	-\$76	
	<input type="checkbox"/> R1 Pro	-\$95	<input type="checkbox"/> Redline Motor	-\$51	

6 Describe the operating conditions under which the failure occurred.

Installation Information	Item to be Repaired _____ Has Tekin Serviced This Item Before? _____ If Yes, When? _____
	Type & Model Of Vehicle _____ ESC Type _____ Motor Type _____
	Servo Type & Model _____ Battery Type (e.g. 2S 5000 MaH LiPo) _____
	Receiver Brand & Model _____ Transmitter Brand & Model _____
	Description of Problem (use back if more space is needed) _____

7. If sending more than one item include info from Steps 5 & 6 for each item-use back of form

Shipping	-Return Shipping- Please indicate how you would like us to ship your items back. *NOTE* Warranty items will be shipped free of charge by whichever method Tekin deems appropriate.	<input type="checkbox"/> Priority Mail (3-5 days) \$8-14	If Using US Postal Service, Mail Repair To: Tekin, Inc. PO Box 2189 McCall, ID 83638	If Using UPS, FedEx, or DHL, Ship Repair To: Tekin, Inc. 165 Commerce St. McCall, ID 83638
		<input type="checkbox"/> Express Mail (2-3 days) Starts at \$20		
		<input type="checkbox"/> International (10-14 days) Starts at \$8		
		<input type="checkbox"/> UPS Overnight or Expedited (Varies by weight and location, Check UPS Online)		