



RaceME Tuners Inc. 1-844-5RaceME (1-844-572-2363)

RMA#

Return Merchandise Authorization Form

To submit a Return Merchandise Authorization (RMA) Request, please complete the following form. In order to expedite your request, please complete ALL information below.

Please include this form in the box with your product along with a copy of the original invoice from purchase. For any questions concerning the completion of the form please contact RaceME Tuners Inc Technical Support by email to tech@racemecanada.com or by calling 1-844-572-2363.

The full RMA process and other RMA details are described at the bottom of this form.

First Name:	Last Name:
E-Mail:	
Phone Number:	

SHIPPING ADDRESS

Street:	City:
State/Province/Region:	
Zip/Postal Code:	Country:

PRODUCT INFORMATION:

Tuner Type.	Purchase Date:
Tuner Serial Number (Located on box xxxx xxxx).	

TRUCK INFORMATION:

Year:	Model:	
Transmission Type (circle)	68RFE	AISIN
ECM Calibration Version Number (menu->info->ecm info.)		

DESCRIPTION OR PROBLEM:



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ALL RETURNS MUST HAVE AN RMA NUMBER AND PROOF OF PURCHASE (COPY OF INVOICE).

1. RMA REVIEW: Our Technical Support department will review your problem over the phone or email and decide if it is necessary to return the product.
2. RMA ISSUED: When our Technical Support department has confirmed a repair is necessary and all other requirements have been satisfied, the customer will be issued an RMA number. Please include this number on form.
3. SHIPMENT OF RMA TO RACEME TUNERS INC:

Please write RMA number clearly on the outside of the box.

**** When packaging tuner, please use a declared value of \$100.00, and write "WARRANTY/TEMPORARY RETURN" IN THE NOTES/REFERENCE SECTION. ALSO, STATE WARRANTY/TEMPORARY RETURN IN THE "ATT TO" OR "NAME OF CONTACT PERSON" IN THE RECIEVER SECTION OF THE BILL OF LADING. On customs invoices, please use TARIFF CODE 9993 and GST CODE 55****

The customer is responsible for the safe shipment of the tuner in appropriate packaging. Customer is also responsible for shipping to and from RaceMe Tuners inc.



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****IMPORTANT NOTICE****

We currently only receive courier service from UPS. If shipments are sent any other way, brokerage and import fees will be added and may delay the return of your shipment for up to two weeks. Please use the following address for UPS shipments:

Shipping Address

RaceME Tuners Inc.
318 Queen Street
Weyburn, Sask
S4H 2K1 Canada

If you wish to ship by mail such as USPS, CANADA POST, or any other mail service, please mail to the following:

Mailing Address

RaceMe Tuners Inc.
Box 325
Weyburn, Sask
S4H 2K1, Canada

****It is very important that you mail or ship to the correct address to ensure the product reaches us****

Customers are encouraged to notify RaceME Tuners Inc when RMAs are shipped and to provide shipment tracking details. Any damage or subsequent failure of the tuner related to inappropriate packaging will result in additional charges for the repair of the product.



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4. Once product is received, we will diagnose and repair the product, decide on warranty, and ship repaired product back to you.

I have read this form in full and I am signing below to indicate that I understand and agree to the details written

Name:	Date:
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Clients Signature: _____

RaceME Tuners Inc. Office Use ONLY

Date:	<input type="checkbox"/> Warranty	<input type="checkbox"/> Non Warranty – Repair and Charge
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Authorized By:	RMA #:
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Authorized Signature: