

KSPORT USA PRODUCT SERVICE FORM



Ksport USA
115 N. Sunway Dr.
Gilbert, AZ 85233

Please either fax or email this completed form to:
Fax: 480.829.8103
Email: service@ksportusa.com

Important Note: To reduce shipping charges we highly recommend that you do not ship unnecessary parts (springs, upper mounts, lower mounts, etc). We recommend you disassemble the coilover unit and include only the parts that need service with the package. To avoid delays in processing, please read and fill out both pages of this form.

Any coilover sent in that is not disassembled is subject to a \$15/each fee.

Contact Information (Please write legibly) All fields required

Name:

Return Shipping Address:

City:

State:

Zip Code:

Country:

Phone:

Email:

Vehicle Information

Make:

Model:

Year:

Product Information

Product Name (ex. Kontrol Pro):

Part Number (ex. CHD020-KP):

Reason for Service request (Please circle)

Service

Inspection

Warranty

Other (specify in box below)

Notes (Please include a description of why you are sending your product in)

***For internal use ONLY**

RMA #: _____

Notes: _____

Shock Type: _____

TERMS and CONDITIONS

A copy of the original receipt showing date of purchase is required for any warranty process to begin. If you do not have your sales receipt, we will not accept your warranty claim. Handwritten receipts are not accepted.

KSPORT USA will only issue a return authorization number (RMA #) once this form has been completed and accepted by our service department. Our service department will notify you within 1-2 business days by email with your RMA # once it is approved. Any products sent in without a RMA will be refused. NO EXCEPTIONS.

RMA # must be clearly written on the outside of the box. We recommend writing the RMA # on multiple sides of the box with a dark marker.

Please be sure to package your items carefully and securely. Any packages with signs of damage or parts sticking out of the box will be refused.

Coilovers are recommended to be sent in disassembled to avoid a \$15/each fee for disassembly. Also, products showing excessive dirt, grime, oil, etc will be subject to a \$10/each solvent tank cleaning fee.

KSPORT USA is not held liable for any damaged parts during disassembly due to improper care and maintenance or abuse/misuse of product (ex. Seized lower mount, rust, etc).

KSPORT USA is not responsible for old / discontinued product as where parts are no longer available. KSPORT will offer an upgrade to current product at a discounted rate or said product can be discarded.

KSPORT USA is not liable for any fees incurred to you due to removal of suspension from vehicle (ex. Shop labor, tow expense, storage, etc.). KSPORT USA is also not liable for any damage caused to a vehicle by malfunctioning or broken KSPORT product. Our products are intended for off road use only as stated in our installation instructions.

Any product with signs of heavy damage (ex. Bent shock shaft, bent/cracked/broken lower or upper mount, damage to shock shaft, rust, corrosion) will automatically void any warranty claim. Parts that wear naturally (ex. Dust boots, bump stops, spring isolators, nuts, bolts, etc.) are not covered under warranty. Customized and/or painted products are not covered under warranty.

Warranty is automatically void if improper installation was the result of said damaged product.

Turnaround times depend on the amount of service/warranty claims we are currently working on and the extent of each one. Average turnaround times range from 2 to 4 weeks. Once a KSPORT technician has examined your product, we can provide a more accurate time frame.

If you wish to bypass the service or warranty process, you may purchase a brand new replacement shock for at \$135/each plus shipping*. We generally stock most common replacement shock bodies. This can avoid downtime and is a much faster option for people that discarded their factory suspension and have only one vehicle to drive.

All shipping charges are the responsibility of the customer.

Payment in full must be made prior to any work being completed. NO EXCEPTIONS. You will be contacted with the total for parts, labor and shipping prior to any work being performed. Payment methods accepted are Visa, MasterCard, Discover and American Express. Paypal, personal or company checks are not accepted at this time.

It is the sole responsibility of the customer to contact KSPORT to check the status of their service/warranty claim.

*(Kontrol Pro shocks only, contact us for pricing and availability on other shocks).

By signing this form I agree to the above Terms and Conditions

Customer Signature: _____

Date: _____

