

# Product Repair For Warranty Items



Date: \_\_\_\_\_

ECOXGEAR offers a limited 3-year warranty on all items purchased new. All refurbished / "Like New" items come with a 90 day limited warranty. Shipping costs to our facility for repair are the customer's responsibility. Return shipping costs back to the customer via standard ground shipping are included.

Please follow these steps to expedite your product repair:

1. No pre-authorization is necessary to return a product for repair.
2. Complete this form and include a printed copy in the box with your product.
3. Please include a copy of your receipt which shows the purchase date.
4. If your product purchase date is outside of the warranty period, please complete "Out of Warranty" section.
5. Detach the included shipping label on page 2. Attach it to the outside of the package.

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## Customer Information

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Apt #: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip Code: \_\_\_\_\_

Notes: This will be the address you would like the product returned. We cannot return ship to PO Box addresses. We do not ship any product internationally. For any other location outside of the continental United States, return shipping charges will apply.

Daytime Phone Number: \_\_\_\_\_

Alternate Number: \_\_\_\_\_

Email: \_\_\_\_\_

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## Product Information

Model #: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Please enter a short description of the problem you are experiencing:

## Payment Information

### “Outside” of Warranty Period?

If your product is out of the standard warranty period, we will fix most repair issues for a standard fee as long as there is no sign of abuse or other unacceptable condition as deemed by the repair technician. Basic costs for most repair issues will be charged a flat \$32.99 which includes return ground shipping. If your product repair requires additional fees, we will notify you in advance before completing the work. If the product cannot be economically serviced due to obsolescence or extensive damage, return shipping costs are the responsibility of the customer.

Please return your repair with a form of acceptable payment. We accept Checks, Money Orders, American Express, MasterCard, Visa or Discover. Please be sure to fill in all fields below. Checks must be written out to “Grace Digital, Inc.”

Type of Card:  Visa  MasterCard  American Express  Discover  Check or Money Order included with form

Cardholder Name: \_\_\_\_\_ Card Number: \_\_\_\_\_

Billing Address: \_\_\_\_\_ Expiration Month: \_\_\_\_\_ Year: \_\_\_\_\_

Zip Code: \_\_\_\_\_ Security Code: \_\_\_\_\_ Last 3 digits on back of Visa/MC,  
4 digits on front of AMEX

## Final Steps

Print out this form and include it inside the shipping carton.

**Note: Please pack your product responsibly.** Do NOT package your return in a paper envelope. We strongly recommend that you use a shipping method that allows you to track your shipment. ECOXGEAR is only responsible for your return only after it has been received in our facility.

Cut below the dotted line and attach to the outside of the package.

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From:

Ship To:  **ECOXGEAR**  
Attn: Warranty Repair  
11895 Community Rd  
Poway, CA 92064