



NON-WARRANTY SERVICE FORM

Form #20 (4/3/09)

COMPLETE ALL SECTIONS OF THIS FORM BEFORE RETURNING YOUR NOVAK ITEM FOR SERVICE.

For Customer Assistance, call (949) 833-8873 Service Hours (PST): Monday-Friday: 8:00am-4:00pm
Turn-around time is approximately 7 working days from receipt. Lead time, options and pricing subject to change.

STEP 1 • FORM DIRECTIONS

Use this form for returning your Novak product for Non-Warranty Replacement. One form for each item (brushless systems okay).

Refer to the Novak [Service Replacement Options Chart](#) for description of eligible product, replacement options & prices.

SHIP ITEMS TO: NOVAK ELECTRONICS, INC. Attn: Non-Warranty Dept.
17032 Armstrong Ave., Irvine, CA 92614

WE STRONGLY SUGGEST USING A SHIPPING SERVICE THAT USES A TRACKING SYSTEM, SUCH AS UPS OR FEDEX.

STEP 2 • RETURN SHIPPING ADDRESS

NAME _____

STREET ADDRESS (no PO Box) _____

CITY _____ STATE _____ ZIP _____

COMPANY NAME (if applicable): _____

SHIPPING ADDRESS IS: Residential Commercial Rural

E-MAIL ADDRESS: _____

DAYTIME PHONE: (_____) _____

STEP 3 • PRODUCT & USAGE INFORMATION

PRODUCT _____

PART NUMBER _____ SERIAL NUMBER: _____

HAS THIS ITEM EVER FUNCTIONED PROPERLY? Yes No

HAS THIS ITEM EVER BEEN SERVICED? Yes #TIMES____ No

DESCRIPTION OF PROBLEM AT TIME OF FAILURE:

STEP 4 • REPLACEMENT OPTION

Indicate replacement option. For brushless systems, indicate selection for ESC and Motor separately.

Direct Replacement: Product is replaced with same model (unless noted).

Direct Replacement Model # _____ Cost: \$ _____

Direct Replacement Model # _____ Cost: \$ _____

Upgrade to NEW (add \$15/item) Cost: \$ _____

For Product with Option Codes: For GTB ESCs and most Motors, item can be exchanged for a different model. Refer to chart for program description and prices.

Exchange Motor for Model # _____ Cost: \$ _____

Exchange GTB for Model # _____ Cost: \$ _____

For Brushless Systems: ESCs and Motors will be replaced per customer's instructions. Indicate if you wish to have items resoldered and tested together.

RESOLDER & TEST SYSTEM Fee: \$-----10-----

STEP 5 • RETURN SHIPPING

SELECT THE RETURN SHIPPING OPTION.

Refer to the Novak [Shipping and Handling Fee](#) chart for shipping charges.

For US customers:

UPS GROUND UPS 2-DAY
 UPS 3-DAY UPS NEXT DAY

For Canada & International Customers:

UPS EXPEDITED UPS STANDARD (Canada only)
 UPS EXPRESS

STEP 6 • TOTAL CHARGES

COMPLETE THE FOLLOWING TO DETERMINE YOUR TOTAL AMOUNT DUE. MULTIPLE ITEMS CAN BE COMBINED ON ONE ORDER TO SAVE SHIPPING AND HANDLING FEES.

TOTAL REPLACEMENT COST (From Step 4) \$ _____

HANDLING FEE (\$5/US; \$7.50/Canada; \$15/Other) \$ _____

TAX (8.75% on Replacement & Handling CA Residents only) \$ _____

SHIPPING (From Step 5; Add Rural Charge if applicable) \$ _____

TOTAL AMOUNT DUE: \$ _____

STEP 7 • PAYMENT METHOD

COMPLETE ALL PAYMENT INFORMATION. Sorry, no checks.

VISA MASTER CARD MONEY ORDER (Exact amount needed)

Credit Card #

Print Name Exactly as it Appears on Card: _____

Billing Address: _____ Zip Code _____

3-Digit Security Code (back of card) _____

Cardholder's Signature: _____ Exp. Date: _____

AUTHORIZATION TO SERVICE ITEM

I authorize Novak Electronics, Inc. to replace my product as I have indicated on this form. I understand that my product will not be inspected or repaired by a technician and that my product will no longer be available once the product is replaced. If I have not made a shipping selection, I agree to have my product shipped via UPS Ground (UPS Select in Canada; UPS Expedited for all other international locations), and I will pay the applicable shipping and handling fee.

Signature (Required): _____

Date _____