



# NON-WARRANTY SERVICE FORM

Form #16 (posted 04/12/05)

COMPLETE ALL SECTIONS OF THIS FORM BEFORE RETURNING YOUR NOVAK ITEM FOR SERVICE.  
For Customer Assistance call (949) 833-8873 Service Hours (PST): M-Th: 8am-5pm; F: 8am-4pm (Closed every other Friday)  
Turn-around time for Non-Warranty Service is 3-5 business days. Lead time, options, and pricing subject to change.

## STEP 1 • CHECKLIST FOR NON-WARRANTY SERVICE

REVIEWED THE FOLLOWING TO ENSURE PRODUCT HAS BEEN INSTALLED AND USED PROPERLY:

- Installation Instructions (can be downloaded from website)
- PRECAUTION section of instructions
- TROUBLE-SHOOTING section of instructions

COMPLETED SERVICE FORM (one form for each item). Download current form.

Once you have completed the above checklist, ship item to:

Novak Electronics, Inc.  
Attn: Non-Warranty Dept.  
17032 Armstrong Ave.  
Irvine, CA 92614 USA

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 (Print Clearly): \_\_\_\_\_

DAYTIME PHONE: ( \_\_\_\_\_ ) \_\_\_\_\_

## STEP 3 • MODEL INFORMATION

Indicate Model. For receivers, also indicate radio brand (i.e. Futaba) and frequency (i.e. 75 MHz). If your model has a serial number, please include.

PRODUCT \_\_\_\_\_ SERIAL NUMBER: \_\_\_\_\_  
(if available)

PART NUMBER (optional) \_\_\_\_\_

HAS THIS PRODUCT EVER FUNCTIONED PROPERLY?  Yes  No

HAS THIS PRODUCT EVER BEEN SERVICED?  Yes  No #Times \_\_\_\_\_

DESCRIPTION OF PROBLEM AT TIME OF FAILURE:

## STEP 4 • RETURN SHIPPING

Please select a shipping method based on your location.

FOR SHIPMENTS TO CALIFORNIA:

UPS Ground: .. \$5.00 (2 Items: \$7)  UPS Next Day: ..... \$16 (2 Items: \$18.00)

FOR SHIPMENTS TO CONTINENTAL USA\*:

UPS Ground: .. \$7.50 (2 Items: \$9.50)  UPS 2-DAY: .... \$12.50 (2 Items: \$14.50)

UPS 3-DAY: ..... \$9.50 (2 Items: \$11.50)  UPS Next Day: ..... \$27 (2 Items: \$29.00)

FOR SHIPMENTS TO ALASKA, HAWAII, OR PUERTO RICO\*:

UPS 2-DAY: ..... \$19 (2 Items: \$21)  UPS Next Day: . \$31.50 (2 Items: \$33.50)

FOR SHIPMENTS TO CANADA OR A COUNTRY OUTSIDE USA:

Air Mail (2-4 weeks)  UPS (3-5 business days)  e-mail charges

\*Rural locations will be charged an additional \$10.

## STEP 5 • REPLACEMENT OPTION

- Select the replacement options for your item.
- Items are not individually repaired. If your item is not listed in OPTION 1, you can only select from the OPTION 2 list if you want your product replaced.
- Prices do not include shipping, handling, or tax (California residents only).

### OPTION 1: REPLACED WITH REMANUFACTURED UNIT

Item is exchanged with a remanufactured unit (**same model only**) at the indicated price. Remanufactured units pass the same tests as a new item, and include a new 120-day warranty, accessory kit, and instructions. This option is only available for the items listed below. To exchange item with a new or different item, select OPTION 2. Items listed below are not available for individual purchase.

XRS, XXL FM/AM .....	\$29	Super Sport**, Super Sport Plus .....	\$59
Explorer II, Spy Micro .....	\$33	HV-Maxx ESC, Millennium Pro .....	\$65
Fusion, Rooster**, XXtra, Switch .....	\$35	SS5800 BL Motor, SS4300 BL Motor .....	\$30
Dually, Micro GT .....	\$39	HV4400 BL Motor .....	\$40
GT7, C2, TC2, Sup Rooster, Smart Tray, N-Pwr	\$49	Super Sport ESC and Motor .....	\$79
GTX, Super Duty XR, Ionic AC/DC .....	\$59	HV-Maxx ESC and Motor .....	\$89

\*\*\*Version w/ 4 heatsinks      \*\* Will be replaced with Super Sport Plus

### OPTION 2: REPLACED WITH A NEW ITEM

Item is exchanged for a new product upon receipt of product. Select model. Prices do not include shipping/handling. If a brushless system (ESC and motor) is returned, 2 items can be selected for replacement (i.e. brushless ESC and motor).

<b>REVERSIBLE ESCS:</b>		<b>RACING ESCS:</b>		<b>OTHER:</b>	
<input type="checkbox"/> XRS Sport .....	\$39	<input type="checkbox"/> Dually .....	\$75	<input type="checkbox"/> Smart Tray Disch. ....	\$60
<input type="checkbox"/> Spy Micro .....	\$45	<input type="checkbox"/> GTX .....	\$140	<input type="checkbox"/> SS5800 BL Motor .....	\$65
<input type="checkbox"/> Super Duty XR	\$129	<input type="checkbox"/> Super Sport Plus .....	\$145	<input type="checkbox"/> SS4300 BL Motor .....	\$50

**RECEIVERS:**  XXtra FM 75Mhz ..... \$65  
 XXL FM ... \$40    Select:  27     75/Fut (Hitec)     75/Air     75/JR  
 XXL AM ... \$35    Select:  27     75/Fut (Hitec)

## 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.

REPLACEMENT CHARGE (FROM STEP 5) ..... \$ \_\_\_\_\_

HANDLING FEE (Add \$2.50 for US, Add \$5.75 Outside US) ..... \$ \_\_\_\_\_

TAX (7.75% on Replacement & Handling, CA residents only) .... \$ \_\_\_\_\_

SHIPPING (FROM STEP 4) ..... \$ \_\_\_\_\_

**TOTAL AMOUNT DUE** ..... \$ \_\_\_\_\_

## STEP 7 • PAYMENT METHOD

Please indicate payment type and complete all information. Sorry, no checks accepted.

VISA     MASTER CARD     MONEY ORDER (Exact amount to avoid delay)

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: \_\_\_\_\_

## STEP 8 • SERVICE AUTHORIZATION

I authorize Novak Electronics, Inc. to service my product as I have indicated on this form, and that all sections have been completed. 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 if I reside within the continental US, UPS 2-Day if I reside in AK, HI, or Puerto Rico, and Air Mail if I reside in Canada or any other country outside the USA, and I will pay the listed or determined (for Air Mail) shipping charge.

Signature (Required): \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_