

Race Technology Returns Policy

Returning Equipment

When items are submitted for return the following procedure must be followed:

- Contact Race Technology and obtain a return material authorisation (RMA) number and Returns Form.
- Products to be returned to Race Technology must be adequately packed and dispatched freight prepaid, and clearly labeled to: Race Technology Ltd, Service Department, 16 King Street, Eastwood, Nottingham, NG16 3DA, UK.
- For shipments from outside of the UK, customs value must be stated as a low value eg: \$10 or £10, with the comment "temporary return to manufacturer for repair". Failure to do so will mean that the customer will be liable for all import duties and VAT charged. **DO NOT** write the original purchase price of the goods on the shipping documents – this will lead to a large bill for import duty and VAT for which Race Technology is **NOT** liable.
- In the case of data logging products, these should be returned with memory card, GPS antenna and power cable plus any other items advised by Race Technology when booking in the return.
- A completed Returns Form should be included with the product, clearly stating a return address, the Returns Number issued by Race Technology and a clear description of the problem and, if returning under warranty, details of the date of purchase and the original invoice number.
- Please allow 5 working days for the repair to be inspected.

Equipment Repairs

All returned items outside of warranty will undergo an initial investigation lasting up to 1 hour at a charge of £85 plus parts. The majority of repairs are completed within this time. If the repair is not completed within this time and the cost of the repair is above £110 + VAT you will be contacted for authorisation before the repair continues.

You will usually be offered other options in terms of parts replacement rather than repair which may be more economical. On some rare occasions attempting to fix one fault on a unit can render it unserviceable, particularly with very old units where spare parts may no longer be available. Whilst we take every care with repairs, these are undertaken at the customer's own risk. All configurations and settings on all units are the customer responsibility to save as these may be lost whilst repairing the units.

Exclusions

Whilst we endeavor to repair all items, this is not always possible with older equipment and legacy products due to discontinued parts or compatibility issues with current equipment and software. For that reason, the following products are not covered by the repairs policy and will no longer be repaired:

- AP22
- AX22
- DL1 MK1
- DL1 MK2
- VIDEO4
- DL1 WP
- DL1 PRO REV3 units (with 2 LEDs)
- RT LIVE MK1

Units over 8 years old and DASH2 PRO displays are not covered by the repairs policy and may only be repaired at our discretion.

Repairs will not be carried out on any equipment where the following faults have been identified:

- Water damage or internal corrosion
- Input PSU blown
- Physical damage to the board