



## RETURN MATERIAL AUTHORIZATION FORM

RMA # \_\_\_\_\_ Date: \_\_\_\_\_  
(Supplied by a Customer Service Representative)

**A RETURN MATERIAL AUTHORIZATION form with an RMA number must accompany all returns and repairs. Please contact our Technical Service Department at (949) 709-5555 for an RMA number.**  
**This form is invalid without a pre-approved RMA number and customer information.**

To return an item for any reason, please complete the steps below.

1. Contact a Racepak technical at **949.709.5555** to obtain a RMA#
2. Write the RMA# in the appropriate space listed above, as well as on the outside of the package being shipped on the shipping label
3. Enclose the completed form in the package with the items being shipped
4. Keep the RMA number for future reference for this shipment of items (Each shipment requires it's own RMA number).

**\*(Required)**

**Ship Items to**

Racepak / MSD LLC.  
30402 Esperanza  
Rancho Santa Margarita, CA. 92688

### CUSTOMER INFORMATION

\*Name: \_\_\_\_\_ Email Address: \_\_\_\_\_

Organization: \_\_\_\_\_

\*Street Address: \_\_\_\_\_

\*City: \_\_\_\_\_ \*State: \_\_\_\_\_ \*Zip \_\_\_\_\_

\*Daytime phone number including area code is: \_\_\_\_\_

**I am returning the following item (s) for:**

| QTY.  | ITEM DESCRIPTION | PROBLEM |
|-------|------------------|---------|
| _____ | _____            | _____   |
| _____ | _____            | _____   |
| _____ | _____            | _____   |
| _____ | _____            | _____   |
| _____ | _____            | _____   |
| _____ | _____            | _____   |

I would like my items returned: (if none of the following boxes are checked, 10-14 day lead time will apply)

☐ by (date): \_\_\_\_/\_\_\_\_/\_\_\_\_ (ASAP is not specific enough, shipping method will be according to this date, expedited fees may apply)

Normal service time is 10-14 business days, I would like to expedite the service:

☐ (1-2 business days) for an additional \$100. (Shipping and Repair charges not included)

**Please note: Materials left more than 60 days after completion of repair will become property of Racepak/MSD LLC.**

Return via (shipping method): ☐ Ground ☐ 3 - day ☐ 2 - Day ☐ 1 - Day

### BILLING INFORMATION

☐ (IF CHECKED) PLEASE CONTACT ME FOR BILLING DETAILS

☐ VISA ☐ MC ☐ AMEX ☐ Discover

Card # \_\_\_\_\_ Exp. Date \_\_\_\_\_ CVV Code: \_\_\_\_\_

Name: (on card) \_\_\_\_\_

Organization: \_\_\_\_\_

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip \_\_\_\_\_

**Customer will pay return shipping. A minimum diagnostic charge will apply to all repairs/inspections.**

**Please allow minimum 10-14 business days for normal repair processing time and 5 to 7 business days for regular return ground shipping.**

**Contact a Technical Service Representative for questions.**

**Warranty repairs will be sent FedEx ground courtesy of Racepak, expedited shipping will be paid by customer.**

Shipping Instructions

1. Clearly write the RMA# obtained from Racepak in the space provided located in the lower left corner
2. Use the address label included and secure to package(s) with the items
3. Customer is responsible for all shipping charges.
4. Ship only authorized units

***\*Shipments received by Racepak with an RMA number will not be serviced until all information is completed.***

Shipping label if needed.  
Cut along dotted line.



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

Organization: \_\_\_\_\_

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip \_\_\_\_\_

**Racepak / Competition Systems, Inc.  
30402 Esperanza  
Rancho Santa Margarita, CA. 92688**

RMA# \_\_\_\_\_