



SHIP ITEM DIRECTLY TO:  
LONGACRE SERVICE DEPT.  
977 Hyrack Blvd.  
Boonville, IN 47601

# WARRANTY SERVICE FORM

For Customer Assistance call (800)423.3110  
Service Hours (CST): M-F 7:30am-5:30pm

LIT-5018

Dear Longacre Customer,  
This form is to be completed and returned with your Longacre product for warranty service. All Longacre parts are guaranteed to be free from defects in material and workmanship for a period of 1 year from the date of retail purchase. After inspection, parts returned prepaid to the factory with the original invoice, required as proof of purchase and date, will be repaired or replaced at our option and returned by UPS ground prepaid. This warranty does not include incidental labor, damage to other parts, or personal injury. No warranty of fitness for a particular application is made due to the nature of auto racing. **Warranty does NOT include damage due to misuse, neglect, abuse or modification.**

## 1 • CUSTOMER'S RETURN SHIPPING ADDRESS

NAME \_\_\_\_\_

COMPANY NAME ( If applicable ) \_\_\_\_\_

STREET ADDRESS ( UPS will not deliver to a PO Box ) \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

SHIPPING ADDRESS IS (CHECK ONE):  Residential  Commercial

E-mail Address: \_\_\_\_\_

## 2 • MODEL INFORMATION

Product description and part number if available: \_\_\_\_\_

\_\_\_\_\_

Scale System Parts included: (Please check all that apply)

- Controller only (no pads)
- Scale pads with controller
- Tablet
- Charger
- Other (Please list): \_\_\_\_\_

## 3 • DESCRIPTION OF PROBLEM (S) (AT TIME OF FAILURE)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Has this product ever been sent into Longacre for service?  Yes  No

If Yes : Last date product was serviced \_\_\_\_\_

## 4 • PURCHASE INFORMATION

Purchase Date (MM/DD/YY): \_\_\_\_/\_\_\_\_/\_\_\_\_

Purchased From: \_\_\_\_\_

Phone: (     ) \_\_\_\_\_

Be sure to include a copy of your sales receipt, invoice or other proof of purchase date.

## 5 • SHIPPING METHOD

Items serviced under warranty and being shipped back to one of the 48 contiguous United States will be sent via UPS Ground at no charge. All international items are shipped UPS Worldwide Expedited at the customer's expense.

UPS Ground

## 6 • IF PRODUCT IS NOT COVERED UNDER WARRANTY

If your product is not covered under warranty, please select from the options below.

### OPTION 1: Call with service estimate

Customer will be contacted with an estimate of the charges to repair/replace the item.

Contact Phone Number: (     ) \_\_\_\_\_

### OPTION 2: Repair / Replace item

I authorize Longacre to repair (or replace) item. If charges for service (less shipping) will exceed \$ \_\_\_\_\_ please contact me with an estimate prior to repairing the item.

### OPTION 3: Return item without repairing

Item is returned to the customer un-repaired. Customer is responsible for return shipping costs.

## 7 • AUTHORIZATION TO SERVICE ITEM

I authorize Longacre Racing Products to service my product as I have indicated on this form. I understand that if my product is replaced, my original product will no longer be available. I also understand that if my product operates normally, (no problem found) I will be charged return shipping fees.

Customer's Signature (Required): \_\_\_\_\_

Daytime Phone Number: (     ) \_\_\_\_\_

Date (Month / Day / Year): \_\_\_\_/\_\_\_\_/\_\_\_\_

## 8 • ADDITIONAL INSTRUCTIONS

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Note: Carefully package your parts for shipment. Please DO NOT ship your scale pads in the 52-72292 Storage Box as this can lead to damage. Longacre is not responsible for damage during shipping.**