

NetGain Motors, Inc.

800 South State Street / Suite 4 / Lockport, IL 60441 / 630-243-9100 / 630-685-4054 (FAX)

Return Authorization (RA) Procedure

NetGain Motors, Inc., makes every effort to provide you with the highest quality products available. If you encounter a problem and need to return your part/equipment, you will need to obtain an **RA** number.

Limit to Restocking

Items can only be returned for restocking within 90 days of the ship date. There is a 25% restocking fee on all products returned (see: **Terms of Sale**).

Limited Warranty on Repaired Items

There is a limited warranty on "repaired" items of 90 days from the Date of Repair (DOR). DOR is the date on the Test Report or Shipment documents from **NetGain Motors, Inc.**

RA Form Instructions

Use the **RA** form to request a Return Authorization (**RA**) number before returning material to NetGain Motors, Inc. When returning equipment to **NetGain Motors, Inc** please observe the following instructions:

When Returning Damaged Equipment:

1. Request an **RA** number
2. Review your warranty
3. Package your equipment securely (original packaging materials preferred!)
4. Label and ship your equipment with a completed **RA** form.

When Returning Equipment for Restocking

1. Request an **RA** number
2. Review your original shipment date - items can only be returned for restocking within 90 days from the date of shipment.
3. Package your equipment securely (original packaging materials preferred!)
4. Label and ship your equipment with a completed **RA** form

1. Request an RA Number

You must obtain an **RA** number before returning material to NetGain Motors, Inc.

Before submitting an **RA** form you need:

- Serial number of product in question.
- Part number of product in question.
- Name of a contact at your company
- Detailed description of the problem with the equipment
- Date of delivery

NetGain Motors, Inc will notify you of your **RA** # by E-Mail or Phone. All **RA** #'s are valid for 14 days from the issue date.

Questions?

Contact George F. Hamstra
Email: ghamstra@go-ev.com
Phone: 630-243-9100

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2. Review Your Warranty

Please note the duration of the warranty of the returning item(s). If out of warranty, you need to send a check or Purchase Order for our bench test fee of \$150.00 per item. If your NetGain Motors, Inc' warranty has expired, please check with the OEM for warranty and repairs.

3. Packaging Your Equipment Securely

After receiving your RA number, use the following steps to prepare your package for shipment:

- Use a box large enough to allow for adequate cushioning material on all sides of the equipment.
- To properly cushion the contents of your package, wrap each item separately.
- Include in your shipment a completely filled out **RA** form.
- Do not include any accessory pieces such as mounting brackets, or adapters.

4. Labeling Your Package

When shipping a package, include your **RA** number on the label. Send the package to the following address, or the address specified by **NetGain Motors, Inc.** All motors should be returned directly to Warfield Electric at the address below:

Motors should be returned directly to:

Warfield Electric Company, Inc.
ATTN: RA# _____
175 Industry Avenue
Frankfort, IL 60423
USA

All other products should be returned to:

NetGain Motors, Inc.
ATTN: RA# _____
800 South State Street
Suite 4
Lockport, IL 60441
USA

Note:

1. If out of warranty, you need to send a check or Purchase Order for our bench test fee of \$150.00 per item.
2. All **RA #'s** are valid for 14 days from the issue date
3. Failure to follow these instructions may result in your shipment being refused or your **RA** not being processed.
4. Items can only be returned for restocking within 90 days from the date of shipment.
5. There is a limited warranty on "repaired" items of 90 days from the **Date of Repair (DOR)**. **DOR** is the date on the Test Report or Shipment documents from NetGain Motors, Inc.

Please provide all information required on the **Return Authorization (RA) Form**.

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Return Authorization (RA) Form

Customer Information (Point of contact)				*Required Fields
*Company Name:				
*Contact Name:				
*Street Address:				
*City:		*State:		
*Zip/Postal Code:		*Country:		
*Phone Number:				
*Email Address:				
Returned Merchandise Information				
*Product Description:				
*Quantity:				
*Serial Number(s):				
*Problem: To help us complete your repair in a timely manner, please be as detailed as possible when describing the problem.				
Date of Purchase:		Original P O #		
Shipping Information (if different from above)				
Company Name:				
Attention:				
Street Address:				
City:		State:		
Zip/Postal Code:		Country:		
Phone Number:				
Email Address:				
I have read and understand the Return Authorization instructions and wish to submit this form now. By doing so, I agree to the terms and conditions concerning returned products.				
Authorized signature:				