

TO: CUSTOMER SUPPORT, ASSOCIATED ELECTRICS, INC.

TODAY'S DATE: month _____ day _____

- 1 Print out form.
- 2 Fill out the form completely.
- 3 Affix proof of purchase to a second page. All replacements/repairs will be charged for service unless accompanied by proof that item(s) was purchased in the last 90 days.
- 4 Fax both pages to **(949) 544-7501**

1 Your name:

2 Your address:

3 Your phone number:

(_____) _____

4 Your e-mail address:

_____ @ _____

5 Summary of your problem (*check lines*):

- a _____ part(s) is missing from my kit
- b _____ part(s) seems to be defective
- c _____ other problem

6 Name of kit/part (*on tag or end of box*):

7 Kit/part number (*on tag or end of box*):

8 Purchased from (*store name*):

a Store phone: (_____) _____

b _____ item was a gift

9 If a part is missing from the kit, circle the appropriate answers:

a yes / no: Kit box was completely shrink wrapped.

b yes / no: Factory Seal sticker was securely affixed.

c yes / no: I am the original owner.

d yes / no: I have contacted the dealer first.

10 Describe your issue fully and include any part numbers:

Failure to fill out this form completely will cause a delay in processing!

11 Affix proof of purchase on second page. **All replacements/repairs will be charged for service unless accompanied by proof that item(s) was purchased in the last 90 days.**

Can't find Proof of Purchase?

a If you lost the store receipt, ask the store if they will give you a new one.

b Your credit card statement showing the sale is acceptable as proof of purchase. Blank out personal credit card info and circle the part in question on the statement and attach it an a second page.

12 Fax it WITH YOUR PROOF OF PURCHASE to:

(949) 544-7501