



# WARRANTY / REPAIR FORM

THIS FORM MUST BE COMPLETED TO PROCEED.

## CUSTOMER INFORMATION:

Please fill out all the details completely, **print clearly:**

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

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

Apt/Suite: \_\_\_\_\_

City: \_\_\_\_\_

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

Email: \_\_\_\_\_

Phone #: \_\_\_\_\_ - \_\_\_\_\_

## PRODUCT INFORMATION:

Product Part #: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Where did you Purchase the product from?  
\_\_\_\_\_  
\_\_\_\_\_

Motor: \_\_\_\_\_

Turn / KV: \_\_\_\_\_

Battery: \_\_\_\_\_

How many amps charged at?: \_\_\_\_\_

How many amps discharged at?: \_\_\_\_\_

Vehicle Type: \_\_\_\_\_

Gearing: \_\_\_\_\_

Type of failure: \_\_\_\_\_

Did the product every work properly: \_\_\_\_\_

Describe the problem: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Non-warranty service and repairs:

- Free repair assessment
- Cost of Repair or Upgrade Item.
- \$7.95 USPS Return Shipping

## CONTACT INFO:

Email: Sales@TeamExalt.com

Phone: 407-755-2771

Mon-Thur 2:00pm - 6:00pm

## Warranty and Repair Address:

Team Exalt LLC  
195 Wekiva Springs  
Suite 205  
Longwood, FL 32779

## WARRANTY Guidelines:

### Motors:

Team Exalt requires all motor warranties to be handled directly for inspection to help with product Quality and Durability, While repairing properly back to its state of performance.

Motors come with a 30 day warranty against manufactures defects. *Sensor boards are excluded from warranties unless failure right out of the box in Brand New condition.*

### Batteries:

Team Exalt allows Authorized Dealer to handle battery warranties directly. ( Must follow Team Exalt Battery warranty procedure)

Come with 60 day warranty, against manufacturing defects, from date of purchase.

Warranty covers dead cells or cells with voltage charge errors.

Warranty does not cover puffed or swollen battery packs unless new defective right out of the box, Puffed Batteries generally are due to user error.

### All Team Exalt Products:

Come with a 30 day warranty against manufactures defects.

### Motolyser Products:

Unless stated differently by Exalt Management- All repairs or warranties need to be handled directly with Motolyser.  
-www.motolyser.com-

***Team Exalt Requires all warranty claims to be accompanied by a dated proof of purchase.***

Turn around time is approximately 24-48 hrs after receiving. Please consider "Signature Required" when shipping. Team Exalt is not responsible for lost, stolen or damaged warranty items returned to us.

If we determine the item is not covered under warranty we will contact you with options for repair or replacement cost.

Return shipping for warranties will be covered by Team Exalt.