

## TKG Returns/Warranty Claim Form

To submit a Return Merchandise Authorization (RMA) request, please complete the following form. Returns, refunds and repairs cannot be completed unless this form is filled out and accompanied with the return items.

Full Name:	Company Name:	
Invoice Number:	Date Of Purchase:    /    /	
Phone:	Company E-mail:	
Original Shipping Address:		

### Where to return the items?

Name: The Key Guys
Return Address: PO Box 151, CAPALABA QLD 4157

### Product Information

Item To Be Returned (SKU/Product Number):			
<b>Reason For Return:</b> <input type="checkbox"/> Ordered by mistake. <input type="checkbox"/> Ordered the wrong item. <input type="checkbox"/> Supplied incorrectly. <input type="checkbox"/> Faulty Item: <input type="radio"/> Need Replacement <input type="radio"/> Need Credit <input type="checkbox"/> Other:	<b>About the car the product was used for:</b> Year of Make: Car Model: Can it start the car?                      Yes / No Does the remote Work?                    Yes / No Does Keyless work?                        Yes / No		

### Product Returns For “Warranty” Determination

TheKeyGuys® offer a 12-month warranty on all products used for private household use from the date of purchase. The Key Guys will test the product according to the description of the problem listed above. After our evaluation, the return will be processed generally on the same day it was received. Please allow ample time for the returned item to be received as shipping can generally take up to 14 business days.

In the event that the items are deemed fully functional, and the order was sent with free shipping, The Key Guys reserves the right to withhold a restocking fee of 20% which may apply to the purchase price or may otherwise return the items to the customer at their request in which the shipping costs will be required to be paid in full. If an item is deemed faulty, we can either process a full refund or have a functional product shipped back to the customer. Please ensure this form is accompanied with the returned items as failure to do so will risk the return being not identifiable and remain unprocessed.

#### The warranty cover does not include and is not limited to:

- Returned items that failed due to an accident, purchaser’s abuse, neglect, or failure to operate in accordance with instructions provided in the owner’s manual(s) supplied.
- Returned items that failed due to incorrect voltage or improper wiring.
- Returned items that failed due to rain, excessive humidity, corrosive environments, or other contaminants.
- Any item damaged in shipment from the customer to The Key Guys.
- Any product failure caused by installing or operating the product under conditions not in accordance with installation and operation guidelines or damaged by contact with tools or surroundings.
- Returned items with cosmetic defects that do not interfere with product functionality.
- Returned items that are incomplete or defaced.
- Flat Battery.

All returned items must be in their original box or packaging and must include all packing material, manual, batteries, components, and accessories.

Customer Signature: \_\_\_\_\_