



www.21stcenturyinnovation.com

Precision
Products
for the
21st Century
Enthusiast

260-273-9909

21st Century Innovation
420 Carol Ann Lane
Ossian, IN 46777

21ST CENTURY INNOVATION Defective Product Claim/Return Form

Thank you for purchasing a 21st Century Innovation Product. We understand products may become defective and may qualify to be replaced under warranty. Please review the warranty on the product. If you feel a product is covered by our warranty, please complete the following steps. We will verify with you if your claim qualifies with this warranty.

Step #1 Complete the following information:

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Daytime Phone: _____ - _____ - _____

Step #2 When did you purchase item? Month: _____ Year: _____ Invoice# _____

Step #3 List below what part is defective.

<u>Part #</u>	<u>Qty</u>	<u>Description of Part</u>	<u>Type of Defect</u>

Step#4 Take pictures:

1. Take a picture of the entire defective part.
2. Take a close up picture of the defect.

Step #5 Make a copy of the sales receipt showing you as the original purchaser.

Step #6 Send this form, pictures, and the copy of your receipt to our warranty service.

Step #7 We will review your claim to verify if it qualifies with 21st Century Innovation warranty.

Step #8 If your product is defective we will provide you with a replacement part. Freight charges incurred are the consumer's responsibility.

There will be a 10% restocking fee on all returned products

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21ST CENTURY INNOVATION LIMITED LIFETIME WARRANTY INFORMATION

Limited Lifetime Warranty

ANY ATTEMPT TO DISASSEMBLE ANY 21ST CENTURY INNOVATION PRODUCT VOIDS ANY AND ALL WARRANTY. 21st Century Innovation warrants only to the original purchaser of the product from a 21st Century Innovation -product will be free from defects in material and workmanship under normal use. 21st Century Innovation reserves the right, before having any obligation under this limited warranty, to inspect the damaged 21st Century Innovation product, and all costs of shipping the product to 21st Century Innovation for inspection shall be borne solely by the purchaser. In order to recover under this limited warranty, purchaser must make claim to 21st Century Innovation within **60 days** of occurrence and must present acceptable proof of original ownership (such as original receipt, warranty card registration, on-line registration, or other documentation 21st Century Innovation deems acceptable) for the product. 21st Century Innovation, at its option, shall repair or replace the defective unit covered by this warranty. Please retain the dated sales receipt as evidence of the original purchaser's date of purchase. You will need it for any warranty service. In order to keep this limited warranty in effect, the product must have been handled and used as prescribed in the instructions accompanying this warranty. This limited warranty does not cover any damage due to accident, misuse, abuse or negligence. Any attempt to disassemble any 21st Century Innovation products voids all warranty. This limited warranty is non-transferable and does not apply to any purchaser who bought the product from a reseller or distributor not authorized by 21st Century Innovation, including but not limited to purchases from internet auction sites. This warranty does not affect any other legal rights you may have by operation of law. Contact 21st Century Innovation at www.21stcenturyinnovation.com or email technical support sales@21stcenturyinnovation.com for warranty service procedures.

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LIMITED LIFETIME WARRANTY DOES NOT APPLY TO 21ST CENTURY INNOVATION PRODUCTS SOLD AND MARKETED OUT OF THE UNITED STATES.

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