



Best Products Sales & Service  
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## Repair Request

### Terms and Conditions

1. The customer will be responsible for proper packaging. Best Products will not be held responsible for damages in shipping to Best Products. Shipping insurance is recommended.
2. Best Products will not accept a part sent freight collect.
3. If the expected total cost to repair is \$150 or less, Best Products will repair the item and ship it back within 15 business days. The customer will be charged for the cost to repair plus the return shipping charges plus sales tax if applicable. If the total cost to repair is over \$150, Best Products will call the customer with a repair estimate. Best Products will not start the repair until the customer has approved the repair estimate. After receiving approval, Best Products will repair and ship the item within 15 business days.
4. The ownership of the item will remain with the customer even while the item is in house at Best Products.
5. Place items in a bag before packing them with packing peanuts.
6. Due to health concerns, Best Products will not repair any component with rodent/ insect damage.
7. Components replaced will carry a 180 day warranty.
8. Return shipping method:     Ground     Second Day     Std. Overnight     Priority Overnight

I agree to the terms and conditions of this agreement.

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Customer/ Company Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Serial Number (s)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Return Address