

# ISSPRO Inc Warranty policy:

*All ISSPRO products have a one year warranty from purchase date.*

## STANDARD PARTS WARRANTY PROCEDURE:

- 1) OBTAIN AN RGA (RETURNED GOOD AUTHORIZATION) NUMBER FOR PRODUCTS THAT YOU WOULD LIKE TO RETURN FOR WARRANTY CONSIDERATION.
- CALL ISSPRO AFTERMARKET SALES AT 1- 800-888-8065 X 3417 OR EMAIL JEN@ISSPRO.COM TO GET THE REQUIRED RGA NUMBER FOR RETURN.  
**\*\*ISSPRO DOES NOT INCLUDE OR PROVIDE A RETURN SHIPPING LABEL FOR THE DEFECTIVE PART.**
- IF ITEM IS FOUND TO BE DEFECTIVE AFTER TESTING AT THE FACTORY, A REPLACEMENT PART WILL BE SENT AT NO CHARGE, NO REFUNDS WILL BE ISSUED. IF THE ITEM'S RETURNED ARE TESTED AND FOUND TO BE OPERATING WITHIN SPEC YOUR ORIGINAL PART WILL BE RETURNED TO YOU AT NO CHARGE.

ONCE THE RETURN AUTHORIZATION IS REQUESTED YOU WILL RECEIVE A CONFIRMATION W/ INSTRUCTIONS ON HOW TO RETURN PRODUCT. INCLUDE ANY NOTES ALONG WITH A COPY OF THE RGA CONFIRMATION PAPERWORK IN WITH THE PRODUCT BEING RETURNED FOR CONSIDERATION.

**\*\*PLEASE NOTE IF INSTRUCTIONS LISTED ON CONFIRMATION ARE NOT FOLLOWED THE ITEM WILL BE AUTOMATICALLY REJECTED AND RETURNED TO YOU.\*\***

## WARRANTY PROCEDURE FOR STANDARD EVA AND EVM PRODUCTS:

- 1) REFER TO APPROPRIATE TROUBLESHOOTING GUIDE FOR YOUR EV GAUGE TO HELP DETERMINE WHAT HAS FAILED, I.E. AMP BOX (INCLUDED W/ GAUGE), SENSOR, OR GAUGE HEAD. IF YOU NEED MORE TECHNICAL ASSISTANCE AFTER USING THE TROUBLE SHOOTING GUIDE YOU CAN CALL DON IN TECH SUPPORT AT 800-888-8065 X 3402. DON'S HOURS ARE 9A-12:30P PST, M-F.
- 2) CONTACT JEN OR JAN IN AFTERMARKET TO ORDER REPLACEMENT COMPONENT PART, IF FAILURE OCCURS WITHIN ONE YEAR OF PURCHASE DATE FOR NO CHARGE WARRANTY REPLACEMENT. IF FAILURE OCCURS AFTER 1 YR, THE REPLACEMENT PART MUST BE PURCHASED.
- 3) ONCE REPLACEMENT PART IS RECEIVED BY THE CUSTOMER, CUSTOMER IS RESPONSIBLE FOR SCRAPPING DEFECTIVE PART – **DO NOT RETURN TO ISSPRO**

## **WARRANTY PROCEDURE FOR EV2/PERFORMAX GAUGES AND COMPONENTS:**

- 1) REFER TO THE EV2 OR PERFORMAX TROUBLESHOOTING GUIDE ON [WWW.ISSPRO.COM](http://WWW.ISSPRO.COM) TO DETERMINE WHICH COMPONENT MAY HAVE FAILED AND WILL NEED TO BE REPLACED, I.E. GAUGE HEAD, SENSOR, WIRING HARNESS, ETC. IF YOU NEED MORE ASSISTANCE AFTER GOING THROUGH THE TROUBLESHOOTING GUIDE OR HAVE MORE TECHNICAL QUESTIONS PLEASE CONTACT MICHAEL PLISKA AT 800-888-8065 X 3407 OR VIA EMAIL AT [MICHAEL@ISSPRO.COM](mailto:MICHAEL@ISSPRO.COM)
- 2) CONTACT AFTERMARKET SALES TO ORDER REPLACEMENT COMPONENT PART, IF FAILURE OCCURS WITHIN ONE YEAR OF PURCHASE DATE FOR NO CHARGE WARRANTY REPLACEMENT. IF FAILURE OCCURS AFTER 1 YR, THE REPLACEMENT PART MUST BE PURCHASED.
- 3) ONCE THE REPLACEMENT COMPONENT IS RECEIVED AND INSTALLED PLEASE RETURN THE DEFECTIVE ITEM(S) BACK TO ISSPRO. THERE WILL BE RETURN INSTRUCTIONS PRINTED ON THE PACKING SLIP INCLUDED W/ THE REPLACEMENT PART.

**\*\*ISSPRO DOES NOT INCLUDE OR PROVIDE A RETURN SHIPPING LABEL FOR THE DEFECTIVE PART.**

## **WHAT TO DO IF YOU CHANGE YOUR MIND....**

- 1) ASK FOR AN SRT (STOCK RETURN) NUMBER
- 2) ONCE SRT HAS BEEN ISSUED RETURN PRODUCT W/ COPY OF SRT CONFIRMATION, PLUS ANY NOTES ON THE RETURN AND THE SALES ORDER NUMBER THAT THE ITEM(S) WAS/WERE PURCHASED ON.
- 3) RETURN GAUGE TO ISSPRO, EMAIL TRACKING INFO TO [JEN@ISSPRO.COM](mailto:JEN@ISSPRO.COM) W/ THE SRT NUMBER IN THE EMAIL
- 4) WHEN THE PACKAGE ARRIVES AT ISSPRO IT WILL BE CHECKED IN AND ASSESSED FOR RETURNABILITY. **ALL ITEMS RETURNING TO ISSPRO MUST BE CHECKED AND TESTED WHETHER OR NOT THE ITEM IS BRAND NEW IN THE BOX OR OTHERWISE – THERE WILL BE NO EXCEPTIONS MADE.**
- 5) ALL RETURNS ARE SUBJECT TO A 15% RESTOCKING FEE. A \$3 REPACKAGING WILL ALSO BE CHARGED FOR EACH ITEM RETURNED.
- 6) ONCE YOUR RETURN HAS BEEN SHIPPED BACK TO ISSPRO PLEASE EMAIL [JEN@ISSPRO.COM](mailto:JEN@ISSPRO.COM) WITH THE TRACKING NUMBER FOR THE PRODUCT(S) BEING RETURNED. REFERENCE THE SRT NUMBER IN THE EMAIL.

**\*\*CREDIT WILL BE ISSUED WITHIN 30 DAYS OF THE ITEM'S RECEIPT AT ISSPRO**