

## TEIN PRODUCT SERVICE FORM



TEIN USA  
9798 Firestone Blvd.  
Downey, CA 90241

For Overhaul Questions please contact:  
Tel: 562.861.9161 Fax: 562.861.9171  
Email: tus\_oh@tein.com

**Important shipping notice:** To help reduce shipping charges do not include unnecessary items (springs, upper mounts, spring seats, dust boots, or bump stops) unless items are to be inspected. It is highly recommended to disassemble the shock absorber and place items with shock absorber when shipping.

**Any coilover sent in as a complete unit, will be subject to a \$20 disassembly fee per unit.**

### Contact Information (Fill in required areas\*) [Write Legibly]

\*Name:

\*Return Shipping Address:

City:

State:

Zip Code:

Country:

\*Contact Phone Number:

Alt. Number (If available):

\*Email Address:

### Vehicle Information

Make:

Model:

Year:

### Product Information

Mileage Product Used For (Approximate):

Time Product Used For (Approximate):

Name of Dealer purchased from:

Date:

**\*\*For warranty repairs, please include copy of receipt from Authorized TEIN Dealer\*\***

### TEIN product in need of (Please circle):

Inspection

Repair

Overhaul

Damping Force Change

\*Other

\*For Other, please include information in Notes

TEIN product name (ex. Flex):

TEIN product part number (ex. DSA00-6USS1):

\*Lot Number:

\*Lot number is listed on damper or damper label (ex. "98A" on older dampers or "30003" on later models)

### QTY (Please circle all that apply)

Left Front

Right Front

Left Rear

Right Rear

**Notes:** \*Please include information regarding problems, changes requested, spring rates to be used (if revalving dampers), and any other information pertaining to the inspection/ overhaul.

## TERMS and CONDITIONS:

Payment Method: As of June 1st, 2011 all customers must prepay the overhaul service and return shipping fees prior to any service being done. Customers will be contacted with the total for labor, parts, and return shipping & handling charges. Items will be shipped to the customer's return address via UPS Ground unless otherwise stated. Other shipping methods such as 3 Day Select, 2nd Day Air, or Next Day are available at additional cost.

All customers must prepay the overhaul service and return shipping & handling fees by Certified Check, Money Order, Paypal, or Credit Card (Visa & Mastercard only).

Personal Checks and Company Checks are unfortunately not accepted at this time

Overhaul Base Prices include: Clean Up, Labor, Replace all Seals, change Damper Oil, and Gas Recharge.

Overhaul Base Prices do NOT include external or internal damper parts. Needed external replacement parts will be determined at the time of inspection. Needed internal replacement parts will be determined at the time of service. Overhaul estimates are made based on the outer appearance of the dampers.

If any additional parts/items are needed to be purchased, mention them in the notes section above to prevent unnecessary extra transactions.

TEIN Inc. is not responsible for broken parts during disassembly due to improper care and maintenance or misuse of product.

Dampers sent Internationally must be deemed as "Repair" or "Warranty" as Customs and Duty fee apply when not properly labeled. If sent incorrectly customer will be responsible for any Customs and Duty fees charged to TEIN USA INC. NO EXCEPTIONS.

Dampers that show signs of heavy damage (e.g. Bent Piston Rod, Broken/Bent/Cracked Lower Bracket, Heavy Oil Leak, etc.) will be subject to a \$20 Pre-Inspection Disassembly Fee per damper. This fee and labor is used to determine if the damper can in fact be rebuilt or not. After the Overhaul is finished, the \$20 fee per damper will be credited towards the overall Overhaul Fee. However, if, after the damper has been broken down, you, the customer, decides to cancel the overhaul, or if the damper is determined to be unusable/irreparable by the TEIN Technician, the \$20 fee per damper will not be refunded. Upon request the damper can be returned to you, the customer; however it will be returned assembled without gas or oil.

If your dampers cannot be repaired TEIN does offer single damper replacement for current model products. If your discontinued product cannot be serviced return shipping charges will be applied or products can be discarded.

Dampers are recommended to be sent in disassembled to avoid a disassembly fee of \$20 per damper. This \$20 per damper is an extra charge and will not be credited towards the overall Overhaul Fee. If the Overhaul is cancelled after the damper has been disassembled for inspection the damper will be returned disassembled. If you would like all of the components of the damper to be inspected, include the disassembled parts/ pieces in the box.

All shipping charges are the responsibility of the sender. No exceptions. Warranty results will be based on the findings/ data of the TEIN Technician. Please note that inspection/overhaul times will vary, depending on the quantity of overhaul/ inspection, and the extent of each one.

Warranty inspection/ repair products must be sent in with an original receipt with purchase date. Warranty inspection results will be based on the findings/ data of the TEIN Technician. Any products sent in for Warranty inspection without the appropriate requested paperwork will be considered a standard overhaul until the correct paperwork is provided. No Exceptions.

\* It is the customer's responsibility to contact TEIN USA if there has been no initial reply or response regarding the preliminary inspection as well as serviced items\*  
NO EXCEPTIONS.

**\*\*\* IMPORTANT NOTICE TO ALL CUSTOMERS THAT DO NOT RESPOND OR REPLY TO ANY EMAIL OR PHONE CALL CORRESPONDENCE RELATED TO YOUR PRODUCT INSPECTIONS. IF AFTER 60 DAYS OF INACTIVITY FROM THE DATE YOUR REPAIR QUOTE IS PROVIDED, WE WILL DISPOSE OF YOUR ITEMS. SPACE IS LIMITED AND WE ARE NOT A STORAGE FACILITY. \*\*\***

**By signing this form I agree to the above Terms and Conditions**

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

Date: \_\_\_\_\_