

# **REPAIR & RETURN SERVICE REQUEST**

Open Monday - Friday 9:00AM - 5:00PM EST  
Tel. 1-800-328-1425 Fax. (954) 713-1449

## **Terms and Conditions**

**You must READ and SIGN our Terms and Conditions Form and attach it to the ECU Repair Form when sending your ECU for repair.**

### **REPAIR AND RETURN SERVICE FORM**

For faster service, please fill the *Repair and Return Form* completely. Include a brief explanation of the symptoms and events that occurred to the car before the ECU failed. Also, mention if any extra parts will be shipped in the box.

There is a field box at the top of the *Repair and Return Form* that asks if you want your ECU covers painted or not. We offer this option in case the covers are old and rusted or if the customer wants a newly rebuilt cosmetic look. Painting your ECU covers is free of charge and, labels with the original manufacturer's number will be applied to the covers. If the field box is left unchecked, the covers will be left in the original factory condition.

### **SHIPPING**

Wrap your ECU with cushioning material (bubble wrap, foam paper, etc.) to avoid damages to the ECU during shipping. If you have to send extra parts like: clips, eeprom memories, etc., please attach to the ECU with masking tape. Specialized ECU Repair will not be responsible for extra parts lost during shipping or for extra parts not declared on the *Repair and Return Form*.

### **REPAIR SERVICE**

Most repairs have a 24 to 48 hour turnaround time. Depending on the severity of the damage on the ECU, some repairs can take more time, and, Specialized ECU Repair will not be responsible for garage storage fees or any other type fee charged to the customer during the repair time. Specialized ECU Repair is not liable for, and does not cover any loss of use, labor charges, car rental fees or any costs other than the cost to repair the ECU.

Upon arrival of the ECU to our shop, the ECU will be inspected visually before any testing or repairs begin. If there is fire, water damage, or, a defective main CPU, and the ECU is beyond repair, the customer will be contacted and advised for a replacement of the board or a completely new ECU. In such case, a revised, repair service quote, will be provided to the customer prior to any services being rendered. Damage to the ECU, prior to arrival to our shop, such as broken tabs, is not the responsibility of Specialized ECU Repair.

Each ECU will be repaired and updated with newer components to ensure the length of the warranty. Many ECUs are over 20 years old and old components can fail at any given time. Once the ECU is repaired, it will be given a *Repair Serial Number* for warranty records and tamper-proof seals will be applied. Your

ECU will be shipped in a sealed cardboard box with insulation and wrapped with cushioning media to avoid damages during shipping. Please advise us of any visual damage to the box upon arrival, prior to opening the box.

### **WARRANTY**

Our warranty covers your repaired ECU for 5 years from the original purchase date on the Sales Invoice and includes Free Technical Support on the phone during our business hours.

Our warranty does not cover any damage to the ECU that results from improper installation, accident, abuse, misuse, natural disaster, insufficient or excessive electrical supply, abnormal mechanical or environmental conditions, or any unauthorized disassembly, repair, or modification. If any security seals are tampered with, the warranty will be void and will not be awarded. Please contact us in case of performance memory changes.

The warranty is not transferable and will not be awarded without a copy of the Sales Invoice and Warranty Form.

Your warranty will cover the replacement of new updated components installed by Specialized ECU Repair during the lifetime of the warranty.

If the warranty on an ECU is claimed and WATER DAMAGE, FIRE DAMAGE, or, BURNED ELECTRONIC COMPONENTS CAUSED BY DEFECTIVE PARTS IN THE CAR are found, the warranty will be void and will not be awarded, NO EXCEPTIONS

No refunds will be issued unless we have attempted to repair or replace the ECU first. If a refund is approved, from a unit been returned in non-rebuildable condition under our warranty, a nominal 20% service fee will apply. Allow 10 business days for refund processing.

### **CORE RETURNS**

All Cores MUST be returned within 15 days of the Sales Invoice date to receive proper credit. Cores returned after 15 days will not receive a credit.

Core refunds will be made by check and sent on a sealed envelope via USPS.

Cores with water damage, fire damage, non original parts or modified boards will not be granted a core refund.

If you have any additional comment or questions about our service please call us at, 1-800-328-1425, or, write it in the back of this page.

Thank you for your business.

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**I have read this Terms and Conditions Form, understand it, and accept its terms.**



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### Service Requested:

Repair  Bench Test (\$50 Fee)

READ AND SIGNED TERMS AND CONDITIONS

PLEASE PAINT MY ECU COVERS (FREE)

KEEP MY ORIGINAL LOOK ECU COVERS

V.I.N. #:

### Sender's Information:

Business Name: \_\_\_\_\_

Contact Person: \_\_\_\_\_

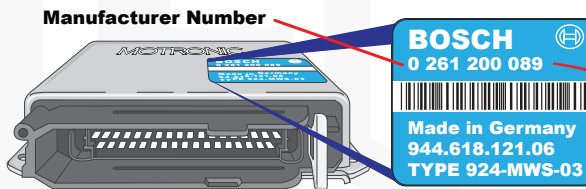
Email: \_\_\_\_\_

Shipping Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone #: \_\_\_\_\_ Cell: \_\_\_\_\_

**Use one repair form per ECU.  
Complete entire form for faster service.  
Include this form in your shipment.**



### ECU:

Year:  Make/Model:  Manufacturer #:

Describe Symptoms/Failure: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Use reverse page if needed...*

### Payment Method:

MasterCard  Visa  Discover  AMEX

Card Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Name on Card: \_\_\_\_\_ Signature: \_\_\_\_\_

Billing Address: \_\_\_\_\_  
\_\_\_\_\_

COD(\$10.00 surcharge)  Paypal: josempain@yahoo.com  
**(Cashier's Check and Money Orders ONLY)**

### Shipping:

UPS Ground (Free)  3-Day(\$25)  2-Day(\$35)  Overnight(\$50)

*Shipping charges are for continental US shipments only. Saturday delivery add \$ 20.00 to above prices.*

### How did you hear from us?

Excellence  Forza  
 Bimmer  EBAY  
 Panorama  Mail Promotion  
 Referral by \_\_\_\_\_

### Ship Your ECU to:

*Specialized ECU Repair  
1160 N Federal Highway  
Suite 1016  
Fort Lauderdale, FL 33304*

If you are claiming a warranty, please use our Warranty Claim Form.