



Warranty Return Request form

Ground Industries, Inc. offers a lifetime warranty on all of our products. This warranty covers any defect caused by the manufacture or assembly of the products we sell. A defect is defined as "an imperfection or fault that renders the product undesirable or unusable, caused during the manufacture or assembly of said product". Normal wear & tear and excessive use resulting in damage or breakage of the product is not covered. Running over the product with your car is not covered. If Ground Industries, Inc. has sold a defective product & you are not satisfied we will replace the defective part at no cost to you, for as long as you (the original purchaser) own the product. Please retain a copy of your original sales receipt.

Please download this form and evaluate your claim in the steps below. If your warranty/return matches the criteria fill out all of the following fields and email or fax this form back to us.

****Please attach pics or video of the problems as well as a copy/pic of your sales receipt.**

*****Without a receipt we will be unable to process your warranty request.*****

FIRST

Evaluate the validity of the claim.

1. Does the damage look to be defective materials or workmanship?
2. Does the damage look to be due to impact, abuse, negligence, or reactions to temperature extremes, or chemical agents?

SECOND (if you did not answer yes to the second question above)

Fill out this form and email or fax it to us OR Call for a Return Authorization (RA) Number.

1. Consumers call 1-864-271-0901.
2. Tell us WHAT you are sending back and WHY-describe the product, the problem, and how it occurred.
3. Record the RA# and details for future reference.

THIRD

Box it up and send it home right away!!

1. Include the original receipt/ Proof of Purchase
2. Label or mark the defect with tape or a post-it note.
3. Clearly label the outside of the box with your RA#
4. If you called us to get an RA# please fill out this form and include it with your return.
5. Ship to GROUND INDUSTRIES WARRANTY DEPT/ 300 Hammett St. STE 108/ Greenville, SC 29609
6. If you live outside of the US please call us at +001-864-271-0901 or email us at Info@groundindustries.com

First Name <input type="text"/>	Last Name <input type="text"/>	Board Model or Ground Industries Product <input type="text"/>
Email <input type="text"/>		Damaged Part <input type="text"/>
Address <input type="text"/> <input type="text"/>		Description of the Problem <input type="text"/>
City <input type="text"/>		
Country <input type="text"/>		How did this occur? <input type="text"/>
State/ Province <input type="text"/>	Other State/Province <input type="text"/>	
Zip/Postal Code <input type="text"/>	Phone <input type="text"/>	
Purchase Date <input type="text"/>	Purchased From <input type="text"/>	