

TO: OFNA TECHNICAL SUPPORT

7 VANDERBILT, IRVINE, CA 92618

TODAY'S DATE: month _____ day _____

1. Print out form.
2. Fill out the form completely.
3. Make a copy of purchase receipt. All replacements/repairs will not be processed, unless accompanied by proof that item(s) was purchased in the last **30** days.
4. Call OFNA technical support at (949)586-2910 for assistance.

1. Your name

2. Your address:

3. Your Phone Number

(_____) _____

4. Your e-mail address:

5. Summary of your problem *(check lines)*:

- a. _____ part(s) is missing from my kit
- b. _____ part(s) seems to be defective
- c. _____ other problem

6. Name of kit / part *(on tag or end of box)*

7. Kit/part number *(on tag or end of box)*

8. Purchased from *(store name)*

a. Store phone: (_____) _____

b. _____ item was a gift?

9. If a part is missing from the kit, circle the appropriate answers:

- a. Yes / No: Is kit box damaged?
- b. Yes / No: Factory Seal sticker was secure.
- c. Yes / No: I am the original owner.
- d. Yes / No: I have contacted the dealer first.

10. Describe your issue fully and include any part numbers:

Failure to fill out this form completely will cause a delay in processing!

11. Affix proof of purchase on second page. **All replacement / repairs will not be processed unless accompanied by proof that item(s) was purchased in the last 30 days.**

Can't find Proof of Purchase?

- A. If you lost the store receipt, ask the store if they will give you a new one.
- B. We do not accept the following as a substitute: Hand written receipts, **ebay** transaction numbers/forms or credit card statements.

12. Send in form with your defective product, as instructed to do by the Ofna technician, (Name) _____ you spoke to. (949)586-2910