Cobra Product Warranty Return Form

Name _____ **RMA Number** _____

Address _____ **Item Returned** **ESC[ ]** **Motor[ ]**

Address Cont. _____ **Model Number** _____

City _____ **State** _____ **Serial Number** _____

Country _____ **Zip Code** _____ **Date Purchased** _____

Phone Number _____ **Where Purchased** _____

Email Address _____ **Number of Flights** _____

Payment Type: Credit Card [ ] PayPal [ ] PayPal Address _____

Credit Card Number _____-_____-_____-_____ **Expiration Date** _____-_____

Detailed Description of Problem

_____

_____

_____

_____

_____

_____

_____

For Office Use Only

Work Done

_____

_____

_____

Parts Used

Quantity	Description	Retail Price	Total Price

Total Parts _____

Labor Time

_____ Hours @ _____ per Hour **Total Labor** _____

Shipping Cost _____

[ ] Factory Warranty [ ] Customer Repair **Grand Total** _____

Cobra RMA Instructions

1. Fill out the top section of the RMA form completely. Make sure that the writing is legible, especially on the Email address. If we cannot read what you put on the form, we will not be able to process the RMA, and it will seriously delay the return of your item.

2. Please give a detailed description of the problem you are having with the product. Do not put something like "Motor Quit" or "ESC Doesn't Work", since that does not give us anything to go on. **PLEASE** do not put, "We discussed this on the phone", because the person making the repairs is most likely not the person you talked to, and will know nothing about the call. Please treat this like it is the first time you explained the problem, and give as much detail as possible.

3. To make sure that we have all the necessary information about the item that is being sent back, let us know what model the motor or speed controller was installed in, and please include a list of any other items in your set-up such as the prop used for aircraft motors, and gearing used in helicopters. Also include the size of battery you were using in your set-up and any other equipment that you were using such as the number of servos, what kind they are, what gyro was being used if it is from a helicopter, and if any external BEC or batteries were used to power up the radio equipment. The more information you provide, the easier it is for us to do our job. If you need more space than what is provided, please attach an additional sheet. If there have been prior Email conversations regarding this item, you amy include copies of those Emails as well to help explain the issue that you are having with the returned item.

4. Make sure that your name and RMA number are clearly written on the outside of the box. This is especially important if you send the package from work, or if you use some type of Pack and Send company. Failure to do this will result in delays in the processing of your return. If you do not include the properly filled out RMA form with your returned item, no work will be done. Please allow 2-3 weeks for the work to be completed.

5. Include a copy of your sales receipt to verify the date of purchase. Failure to include a receipt will delay the processing of the repair, and may invalidate the warranty.

6. You are responsible for the shipping costs to get the item to our repair center. Make sure that the item is well packed in a sturdy cardboard box to insure that it is not damaged in shipping. We are not responsible for packages that are lost, stolen or misdirected during shipping. If you would like delivery confirmation, please be sure to include that option when you ship the package. You will receive an Email from our repair department when the product is received at our facility, and another when the repairs are completed and the product is ready to ship back to you.

7. Send your item back to us, with all of the required paperwork properly filled in, to our repair department at the following address:

Innov8tive Designs
Attn: RMA Department
1495 Poinsettia Avenue, Suite 144
Vista, CA 92081
Phone: 760-468-8838
Email: Support@innov8tivedesigns.com