



GOKARTS USA.com

GOKARTS MINIBIKES ATVS PARTS

FREE SHIPPING
on most orders

800 603-1437

9am - 5pm PST M-F

WARRANTY PARTS EXCHANGE

This form must be completed and sent to the manufacturer along with your parts

INSTRUCTIONS: All product warranties are from the manufacturer. Gokarts USA will assist the customer in obtaining warranty coverage from the manufacturer. All procedures required by the manufacturer must be followed. If a product is still under warranty, you must contact our office and obtain an RMA number in order to return any covered part for exchange. All suspected defective parts must be returned to the manufacturer for inspection and repair or replacement. Customer must complete this Parts Exchange form and ship the parts to the manufacturer freight prepaid. Include this completed form in the package. Freight collect shipments will not be accepted and returned to the customer or discarded. If the part is found to be defective by the manufacturer, it will be repaired or replaced and shipped back to the customer at no cost to customer. If the part is found to be non-defective, it can be shipped back to dealer, provided customer pays the return shipping charge, otherwise, it will be retained by manufacturer or discarded. Gokarts USA reserves the right to decline any warranty claim based on the criteria listed in the warranty. Items not covered by the warranty may be covered under the initial set up of the vehicle if reported to Go Karts USA by the customer within 7 days of delivery.

CUSTOMER INFORMATION

Customer Name: _____

RMA Number: _____

Address _____

City _____ **State** _____ **Zip** _____

Phone _____ **E-Mail** _____

Setup Completed By _____ **Mechanic Phone** _____

ATV **Dirt Bike** **Scooter** **Motorcycle** **Dune Buggy**

Manufacturer _____ **Model** _____

Color _____ **Date Purchased** _____ **Order#** _____

17 Digit VIN# _____

Engine # _____

List Parts:

Describe Problem:

Customer Initials: _____



Warranty Information: please read this information before sending in any parts

SETUP AND MAINTENANCE: Product assembly and/or setup is not provided by GokartsUSA. Customer is responsible for all product assembly, setup and maintenance. Customer must have a qualified mechanic perform final assembly, setup and maintenance of the vehicle. Our products are shipped directly to the customer from the manufacturer or distribution warehouse. As such, the customer is responsible for all final product assembly and setup, as well as normal maintenance and repair at customer's own expense. GokartsUSA recommends a qualified technician assemble and setup any product purchased on this from GokartsUSA. GokartsUSA will, upon customer's request, ship product to a Service Center of customer's choosing. Failure of customer to have a qualified technician perform setup could void warranty. If a setup or maintenance task is beyond the expertise of the customer, then the customer agrees to seek the services of a competent professional mechanic at his own expense. No labor charges for product setup, maintenance or repair shall be covered under warranty. Incorrect procedures or performance of procedures by persons not qualified can result in product damage and may void any warranty.

Off-Road Product (including but not limited to: Dirt Bike, ATV, UTV, Buggy):

COVERED PARTS	DESCRIPTION	COVERED PERIOD
Motor	Engine and Transmission	90 Days
Mechanical Components	Carburetor	1 Year
Electrical	Harness, CDI, Gauges	1 Year
Battery	Battery	30 Days, Unlimited Miles
Suspension	Shocks, Forks	90 Days, Unlimited Miles
Brake	Caliper	90 Days
Exhaust	Header Pipe, Muffler	1 Year
Pulleys	Variator	90 Days, Unlimited Miles
Clutch	CVT/Manual Clutch	90 Days, Unlimited Miles
Winch	UTV / ATV Winch	90 Days, Unlimited Miles

NO WARRANTY ITEMS: Mini Bike Kits, Go Kart Kits, Go Karts, Performance Parts

ENGINE: Engine long block assembly including all internal lubricated parts, i.e. rings, pistons, pins, crankshaft and main bearings, the connecting rods, and rod bearings, camshaft bearings, timing chain gears, rocker arms, valve springs, valve guides, valve seats, valve push rods, valve lifters, and oil pump. Additionally, the engine head(s), engine block and cylinder barrels will be covered if they are solely as a result of the mechanical failure of one or more of the internal lubricated components specified above. The Cooling system must be in good working order including cooling fans. Accessory items, including but not limited to electrical components of all types (distributor, alternator, all sensors and electrical control devices), fuel systems, gaskets, seals, filters, mounts linkage and fluids are not covered by this agreement.

TRANSFER CASE: All internal lubricated parts contained within the transfer case. The transfer case itself will be covered if damage solely as a result of the mechanical failure of one or more of the internal lubricated components contained within the transfer case. Accessory items, including but not limited to, U-joints, electrical components, linkage, seals, gaskets, mounts or fluids are not covered by this Agreement.

DIFFERENTIAL: All internal lubricated parts contained within the drive axle housing case. The drive axle housing itself if damaged solely as a result of the mechanical failure of one or more or the internal lubricated components contained the drive axle housing. Accessory items, including but not limited to, backing plates, all brake system components, cables, controls, linkage, vents, pumps, U-joints, electrical controls, mounts, seals, gaskets, and fluids are not covered by this Agreement.

TRANSMISSION (Automatic or Standard): All internal lubricated parts contained within the transmission case. The transmission case itself if damaged solely as a result of mechanical failure of one or more of the internal lubricated components contained within the transmission case. The complete hydraulic system must be flushed including integral transfer case, oil cooler, lines, and new filter(s) installed. Accessory items, including but not limited to, modulators, governors, electrical controls, linkage, mounts, seals, gaskets, and fluids are not covered by this agreement.

COVERAGE AND LIMITATIONS: You must have a professional mechanic (any small engine repair shop, motorcycle shop, or local auto repair shop) or an authorized Gokarts USA Dealer assemble your new motorized vehicle and do the prep work to assure your is in good working condition. You will need to provide proof of this when filing a warranty claim, so keep your receipts. Subject to the limitations stated in this agreement, Gokarts USA agrees (at its sole discretion and election) to replace a covered component if the covered component fails as a result of one or more of the internal lubricated parts within the component stated warranty period from the date of purchase, while the component is being used under the conditions and in the manner specified by its original manufacturer.



THE FOLLOWING ITEMS ARE NOT COVERED UNDER ANY CIRCUMSTANCE:

Tires, rims, body panels, fuses, gaskets, light bulbs, seats, CV Boots, oil filter, air filter, fuel filter, filters, cables, drive belt, chain, spark plug, any part made from rubber, belts, brake linings and/or pads, sprockets, external springs, clips, nuts, bolts, fasteners, frame.

THIS AGREEMENT AND LIMITED WARRANTY IS VOID IF ANY OF THE FOLLOWING IS TRUE:

- THE CUSTOMER DOES NOT USE A PROFESSIONAL MECHANIC (SMALL ENGINE REPAIR SHOP, MOTORCYCLE SHOP, OR AUTO REPAIR SHOP) OR AN AUTHORIZED GOKARTS USA DEALER TO ASSEMBLE AND PREP THE PRODUCT PRIOR TO OPERATION. Proof of this is required for warranty claims.
- THE DAMAGE TO THE COMPONENT IS CAUSED BY AN ACCIDENT.
- THE CUSTOMER FAILS TO FOLLOW THE MINIMUM MAINTENANCE AND BREAK-IN REQUIREMENTS SUGGESTED BY THE MANUFACTURER, AND FAILS TO PROVIDE PROPER SERVICE DOCUMENTS.
- THE DAMAGE TO THE PRODUCT IS CAUSED DURING SHIPPING.
- PRODUCT IS USED IN A MANNER WHICH IT WAS NOT DESIGNED FOR.
- THE PRODUCT IS MODIFIED IN ANYWAY.
- THE PRODUCT IS USED IN RENTAL BUSINESS.

TOWING CHARGES:

All towing and/or shipping charges incurred are the responsibility of the customer.

REPAIRED COMPONENTS:

- If the components are repaired under the terms of this agreement, they will be repaired or replaced with component parts of like kind and quality.

LABOR TO REPAIR OR REPLACE PARTS:

- Gokarts USA does not pay or reimburse any labor cost under any circumstances.

IN WARRANTY:

- If your product is still under warranty, you may return any covered part for exchange, at your expense, to our Service Center. We will pay return shipping to you unless it is determined your part was abused or damaged other than manufacturers defect.

OUT OF WARRANTY:

- Customer is responsible for the payment of parts, shipping and handling both ways and all labor charges.

Print Customer Name

Customer Signature

Date

Customer Initials: _____