

## TIMING WARRANTY, RETURNS, LOANERS, & RENTALS

### POLICIES & PROCEDURES

#### WARRANTY

ALGE and TAG Heuer products carry a one year manufacturer's warranty covering parts and workmanship from the date of purchase by the original owner (customer). All products returned under warranty are subject to inspection by the factory. Not covered under warranty are damages that have resulted from shipping, moisture, operating errors, or rough handling.

#### RETURNS

If you are making a return for any reason (repair, exchange, or refund), use the timing service return/repair form contained in the policies and procedures section. Fill in the information regarding your timing return, and fax it to 1-800-585-4443 or [click here](#) to fill this form out online. When preparing equipment for return enclose the filled out timing return/repair form with your equipment. Print out the label on the second page of this form to address your package to us. Use appropriate packing materials to insure your equipment will arrive safely. (Packing peanuts, bubble wrap, boxes in good condition, and sealed with packing tape) Arrange with your preferred carrier to ship the package back to Reliable Racing Supply.

Note: Postage and handling costs are the responsibility of the customer unless advised differently by Reliable Racing Supply. Be sure to insure your packing against loss or damage when returning it.

Ship all returns to:

RELIABLE RACING SUPPLY, INC.  
ATTN: TIMING SERVICE  
643 UPPER GLEN STREET  
QUEENSBURY, NY 12804

#### EQUIPMENT LOAN

Reliable Racing Supply provides equipment "on loan" when a customer is returning timing devices that are still within the warranty period. Reliable Racing Supply will make every effort to provide loaner equipment as needed based on service equipment availability at the time of the customer's request. Should the specific product required be unavailable we will make every effort to provide an adequate substitute.

An order for the equipment on loan will be created at the time the equipment is sent to the customer. Included in the package will be an RTS (Return to Sender label), and an invoice for accountability purposes only. The customer is responsible for keeping and utilizing the RTS label when returning loaned equipment to Reliable Racing Supply. Failure to return loaned equipment in the same condition it was received and in the required timeframe will result in the customer being responsible for the full retail value of the equipment. The invoice provided with the order is for accountability purposes and will be reversed/credited when these return conditions are met.

## EQUIPMENT RENTAL

Reliable Racing Supply has specific inventory available should the need arise for customers to rent timing equipment. This opportunity is available for customers who may have equipment performance issues and the warranty has expired, or who might need additional short term equipment for an upcoming event. To request more information or secure a rental, simply go to [reliabletiming.com](http://reliabletiming.com) and click on timing rental. The provided rental agreement form must be printed, completed, and faxed back to Reliable Racing Supply at 1-800-585-4443 ATTN: Timing Dept. Upon receipt of the rental request an order will be processed including the rental fee and associated shipping and handling costs. These charges must be prepaid with a valid credit card prior to the shipments release. An order for the equipment will be prepared and sent to the customer. Along with the equipment will be an RTS (Return to Sender) label and an invoice. The customer is responsible for keeping and utilizing the RTS label to return the equipment to Reliable Racing Supply at the end of the rental period. Should the equipment not be returned in the condition in which it was received, and on the date it's return is required, the customer will be responsible for the full retail value of the equipment.

Note: Rental Equipment is subject to availability at the time of the request.

## SUGGESTED WEEKLY RENTAL RATES

Single Lane System – Timer, Start Gate or Photocell, Finish Photocell \$450.00 Retail \$3200-4500

Dual Lane System, - Timer, Two Start Gates or Photocells, Two Finish Photocells \$600.00 Retail \$4600-6000

Individual Components and optional add ons:

Timer	\$300.00	Retail \$1600-2300
Start Gate	\$75.00	Retail \$575-820
Photocell	\$75.00	Retail \$575-820
Headset 2 station	\$100.00	Retail \$1200
Display	\$300.00	Retail \$3000
Start Clock	\$300.00	Retail \$3000
Impulse Distributor	\$50.00	Retail \$500
Printer	\$80.00	Retail \$800
Radio Transmission	\$150.00	Retail \$1500
Additional TX	\$50.00	Retail \$500