



WESTERN POWER SPORTS

STANDARD LEAD ACID BATTERY WARRANTY:

When requesting a warranty on a WPS, Fire Power, or Yuasa battery please contact your WPS Sales Rep or Customer Service. Please provide them with the original order number, the WPS part number, and the reason for the request. Once approved, you will need to provide a photo of the battery with the terminals cut off to receive the credit (if through Sales Rep); or you'll need to mail the cut terminals into WPS (if through Customer Service). Please advise if you would like WPS to resend another battery. You are 100% responsible for cost of the new order.

LITHIUM BATTERY WARRANTY:

When requesting a warranty on a WPS, Fire Power or HardDrive lithium batteries please contact your WPS Sales Rep or Customer Service. Please provide them with the WPS order number, WPS part number, and the reason for the request. A photo of the battery is required showing the following:

WPS/Fire Power lithium batteries –a photo of the terminals cut off the battery
HardDrive –a photo of a large X scribed on the front of the case through the label

Customer Service will issue you an RA# along with the Lithium Battery Warranty form to fill out. The form has detailed instructions for a proper return. Once filled out please email the form and photo back to customerservice@wps-inc.com for credit. Please advise if you would like WPS to resend another battery to the customer. You are 100% responsible for the new order and drop ship fee.

TIRE WARRANTY:

When a customer requests a tire warranty please follow the procedure for each brand below.

MICHELIN:

To request a warranty on a Michelin tire, please contact your WPS Sales Rep or Customer Service and provide the following information: retail invoice (date), reason for request, bike (year/make/model), mileage, and PSI ran. All Michelin warranties must be sent back to Boise for review.

PIRELLI:

All Pirelli warranties are handled directly; you will need to fill out the carbon-copy form and follow their instructions. Please contact your WPS Sales Rep or WPS Customer Service for additional forms.

SHINKO/SEDONA:

To request a warranty on a Sedona or Shinko tire please contact your WPS Sales Rep or customer service. Please provide the following information: retail invoice (date), reason for request, unit (year/make/model), mileage, PSI ran, and two photos (one showing the entire product & 1 showing the area in question). All Shinko/Sedona warranties that require additional review must be sent to Boise.

ADDITIONAL WARRANTIES:

When you wish to request a warranty on an item, please first review the Vendor Direct Warranty list before contacting WPS Customer Service. If the item you are trying to warranty is not on the list, please Contact your WPS Sales Rep or WPS Customer Service and provide them with the following information: WPS order number; WPS part number, detailed reason for request. Please be ready to provide photos of the item in question to the Customer Service representative if requested.

HOUSE BRAND WARRANTIES:**FLY RACING:**

Prior to contacting WPS Sales Rep or Customer Service please collect the following information: Retail invoice, reason for request, and two images (one showing the entire product, one showing the area in question).

HIGHWAY 21:

Highway 21 carries a 2-year warranty on everything except heated gloves. When a customer requests a warranty on a Highway 21 product please contact your WPS Sales Rep or Customer Service. Please provide them with the WPS order number, WPS part number, reason for request, and two photos of the product (one showing the entire product and one showing the area in question).

GMAX:

GMAX helmets carry a 3-year warranty. When a customer requests a GMAX Helmet warranty please contact your WPS Sales Rep or Customer Service. Please provide them with the WPS order number, WPS part number, reason for request, and two photos of the product (one showing the entire product and one showing the area in question).

DAMAGED/MISSING MERCHANDISE CLAIMS:

If you receive a shortage or damaged merchandise, please contact your WPS Sales Rep or Customer Service as soon as the package is opened. Please send photos of damaged items, damaged packaging, or improperly packed items to customerservice@wps-inc.com. Please also provide the original WPS order number. All orders are checked for accuracy after picking and are weighted to 1/10 of an ounce to give us three ways to checking for shortages, (Weight, Box Dimension, & Checking Log). All boxes and packing must be saved in case inspection is needed by carrier or needs to be returned to WPS to receive credit for damaged claims.

WRONG ITEM RECEIVED CLAIMS:

When the part you received is not the part you ordered please contact your WPS Sales Rep or the Customer Service Team. Please provide them with the original order number, the original quantity and part number on the order, and the quantity and part number of the item received. You will be issued an RA# and a call tag on the mis-shipped item, once WPS receives the mis-shipped item back you will be issued a credit on the original order.

NOTE: if the item appears to be mispackaged or mislabeled by the vendor please contact WPS Customer Service FIRST for further instructions.

RETURNS:

When you wish to return product to WPS please contact your WPS Sales Rep or Customer Service. Please ensure the product you wish to return is in 100% resalable condition.

Please have the following information ready: detailed reason for return, WPS dealer number, quantity returning, WPS part number, and WPS order number.

NOTE: Return Authorization is required and must be clearly marked on the outside of the package before returning it to WPS.