



Warranty and Repair Policy

This policy outlines how we support customers with repairs, warranty claims, and ongoing service for our products. Our goal is to provide transparent, fair, and efficient repair options throughout the product's supported lifecycle.

1. Warranty Period

All products include a **2 year manufacturer's warranty** covering defects in materials and workmanship under normal use.

The warranty period begins on the original date of purchase from Racelogic.

2. What the Warranty Covers

During the warranty period, we will repair or replace a product that has developed a fault caused by:

- manufacturing defects
- faulty components
- improper assembly

Repairs under warranty are provided **free of charge**, including workmanship and standard return shipping.

3. What the Warranty Does Not Cover

The warranty does not apply to faults resulting from:

- accidental damage or misuse
- unauthorised modifications or repairs
- normal wear and tear
- operation outside specified environmental or electrical limits
- damage caused by external equipment or wiring

If a product is returned and the issue is found to be outside warranty coverage, we will provide a cost estimate for repair (if applicable) before proceeding.

4. Repairs Outside the Warranty Period

For products that are **less than 10 years old**, we offer our best-effort repair. This means we will do our best to diagnose and fix the issue using the parts and information available, but **we cannot guarantee the repair will be successful or how long it will last.**

Before we begin, we will let you know:

- Any inspection or repair costs
- Whether parts are available
- The likelihood (where possible) of a successful repair

By authorising the repair, you acknowledge that:

- The repair may not resolve the problem
- A repair warranty of 90 days is provided on completed repairs
- 12 months warranty is provided on new parts used in the repair
- An inspection fee may apply even if the repair is unsuccessful

If we cannot fix the problem, we will return the product to you along with a summary of what was attempted.

A repair warranty of 90 days is provided on all completed repairs.

12 months warranty is provided on new parts used as part of a repair.

This service is provided as a way to help keep older products in use where practical, but with the understanding that outcomes cannot be guaranteed.

Products must be sent to our service centre with a valid returns authorisation number.

5. Products Over 10 Years Old

Due to parts availability, technical limitations, and safety considerations, **repairs on products older than 10 years** from the original date of manufacture are considered on a case by case basis only. We cannot guarantee a repair is possible on products older than 10 years.

If a product is more than 10 years old at the time of return:

- We will inspect the product and provide an assessment of its suitability for repair
- If a repair is not possible it will be **returned unpaired**, or
- responsibly recycled upon request

We will notify the customer before taking any action.

6. Return and Diagnosis Process

To arrange a repair or service:

1. Contact our support team with the product model and serial number.
2. We will issue a **Returns Material Authorisation (RMA) number** and instructions for shipping.
3. Once the item is received, we will carry out a diagnostic assessment.

Typical diagnosis time is 10 working days.

7. Customer Responsibilities

Customers are responsible for:

- safely packaging the product for return
- shipping costs to our service centre (unless otherwise stated) including any customs fees payable.
- providing proof of purchase for warranty claims

8. Replacement Products

If a repair is not possible within warranty:

- the product may be replaced with the same model, or
- an equivalent or better model if the original version is discontinued.

Replacements are provided at no cost under warranty terms.

9. Data, Settings, and Accessories

Repairs may result in the loss of stored settings, calibration data, or user configurations. We advise customers to back up or document important settings where possible.

Accessories, cables, or external components should not be sent unless specifically requested.

10. Contact Information

For repair requests, warranty enquiries, or technical support, please contact:

support@racelogic.co.uk, support@racelogic.de, support@racelogic.com

Or visit:

<https://www.vboxmotorsport.co.uk/index.php/en/contact-support>