

Dear Customer:

Thank you for your contact regarding your parts or warrantee. Please take a moment to fill out the enclosed form completely so that we can execute your needs in a timely manner, failure to do so can delay or decline your parts request and or parts delivery. You will find this information either on your original order form, your shipping invoice or on your unit. **We must receive this form within 5 business days.**

If this is a TECHNICAL ISSUE, B.W. Inc is here to aid you in your needs. B.W. Inc strongly recommends that you take your unit to a mechanic you trust to diagnose your needs. There is less room for error, and in most cases issues are taken care of much more efficiently. Diagnosing issues by phone can be very difficult and lead to frustration. Remember that if this is a warrantee issue, the warrantee is covered by the manufacture and not through B.W. Inc, but as your dealer, we will do everything we can to help you resolve your needs quickly. We need your input, patience, and cooperation to help you quickly and efficiently.

I need you to take digital pictures of each part you need. I can not file an order for parts or warrantee without visual proof. We may be delayed in ordering any parts if we do not receive digital pictures for each of your needs. Please understand we want to help you in the best way possible. We also must have your vin number from your frame and also your engine. We can not file a parts order without these numbers.

Most parts are in stock and ship to you within 7-14 business days. If the part is not in stock we will do everything we can to get your needed item to you, but if the part have to be ordered from the factory it may take up to 6 weeks.

### TECH/WARRANTEE

B.W.Inc [www.familygokarts.com](http://www.familygokarts.com)

Send claim form and digital pictures to [parts@familygokarts.com](mailto:parts@familygokarts.com)

Customer Name		
Customer Address		
Customer City, State and Zip		
Best Phone number to reach you		
Best Time to Reach you		
Customer Email		
Customer Order Number		
ENGINE vin number		
FRAME vin number		
Customer Tracking Number		
Date received shipment		
What unit did you order?		
What type of issue is this?	PARTS ORDER	Or WARRANTEE ISSUE
IN DETAIL PLEASE DESCRIBE WHAT PARTS YOU ARE IN NEED OF OR WHAT TECH ISSUES YOU ARE EXPERIENCING		
WHAT ACTIONS HAVE YOU TAKEN TO RESOLVE THE ISSUE		
Digital Pictures	Please attach with this form	
OFFICE USE ONLY!!!		

**Thank you for your assistance, and your purchase. We are here to help in anyway we can!**  
**B.W. Inc. Team**