



Return and Alteration Process for Custom Driving Suits

Congratulations on your recent purchase of a custom K1 RaceGear fire suit. We understand the importance of a perfect fit when it comes to driving suits, and we are fully committed to ensuring your complete satisfaction. In the event that your suit doesn't meet your expectations, we have implemented a straightforward return and alteration process to address any concerns you may have.

To facilitate a smooth and efficient alteration experience, we have prepared a step-by-step guide that will assist you throughout the process:

- 1. Try On Your Suit and Take Pictures:** Once you receive your suit, try it on to assess the fit. Take overall body and fitment photos, as well as close-up photos for areas of concern. These images are extremely valuable to our seamstresses when performing alterations. Ensure the images are not too close, as it may make it difficult for our alteration staff to understand proportions accurately.
- 2. Estimate Reduction or Addition to Ease of Fabric:** To indicate measurements in an image for a suit with excess fabric, pinch the surplus fabric (preferably using a fabric tape measure) and visually demonstrate the required adjustment on each side, halving the total amount of fabric to be reduced on both sides. Conversely, if the suit is too small, estimate the additional fabric or ease needed overall, which will be evenly added to each side of the suit.
- 3. Provide New Measurements (if necessary):** If your suit has multiple areas of concern, we recommend remeasuring yourself completely. By providing all new measurements, our alteration staff can ensure precise adjustments.
- 4. Contact K1 RaceGear for a Return Merchandise Authorization Number (RMA):** To initiate the return process, contact K1 RaceGear's customer service team at +1.760.268.0710. They will guide you through the necessary steps and provide you with the RMA Number required for your return.
- 5. Email Images and Measurement Form:** Once you have obtained the RMA Number, we request that you email us all the images of you wearing the suit, along with the new measurement form (if applicable). This information will assist us in understanding your alteration needs more effectively. The customer service agent who issues the RMA Number will provide you with the appropriate email address to submit your images, measurement form, and any additional requested information.
- 6. Label the Box with the RMA Number:** To ensure a streamlined processing of your return, write the provided RMA Number clearly on the outside of the box. This step is crucial, as our shipping and receiving staff require the RMA Number for identification purposes.
- 7. Ship the Suit Back to K1 RaceGear:** Ship the suit back to K1 RaceGear with the RMA Number prominently displayed on the outside of the box. Please note that suits returned without an RMA Number may be refused by our shipping and receiving staff.
- 8. Await Completion of the Alteration:** Once we receive your suit with the proper documentation, our team will promptly handle the required alterations. We strive to complete all alterations as efficiently as possible without compromising the quality of our work.
- 9. Suit Return:** As soon as the alteration is complete, we will ship your suit back to you. Rest assured that we will make every effort to expedite the process.

IMPORTANT!

K1 RACEGEAR CANNOT BE HELD LIABLE FOR SUITS RETURNED WITHOUT RMA NUMBERS AS THEY MAY BECOME LOST OR EXPERIENCE DELAYS IN PROCESSING. SUITS RETURNED WITHOUT AN RMA WILL BE REFUSED AND RETURNED TO SENDER!!!

K1 RACEGEAR CANNOT BE HELD RESPONSIBLE FOR ANY DELAYS OR MISHANDLING DUE TO INCOMPLETE INFORMATION OR FAILURE TO FOLLOW THE OUTLINED PROCESS! IT IS ESSENTIAL TO FOLLOW THE OUTLINED PROCESS AND ENSURE ALL DOCUMENTATION AND IMAGES ARE SUBMITTED PRIOR TO K1 RACEGEAR RECEIVING YOUR SUIT FOR ALTERATION!

In the event we receive a suit without the required images and information, we will be unable to proceed with the alteration process. In such cases, we will return the product to you, requesting the proper images and documentation. These steps are critical to ensuring the accuracy of the alteration, and we appreciate your cooperation in providing the necessary information.

Additional Information Regarding Alterations:

- If your measurements were taken by someone other than a K1 RaceGear representative, our team will assess whether the issue with the suit is a result of improper measurements or incorrect patterning. Should the issue arise from incorrect measurements, charges will apply to accurately alter the suit.
- If measurements were taken by a K1 RaceGear representative, and the error is determined to be with our measurements or patterning, the necessary alterations will be handled under warranty.
- **WARRANTY ALTERATIONS MUST BE INITIATED WITHIN 90 DAYS OF RECEIVING THE SUIT, OTHERWISE ALTERATION CHARGES WILL APPLY.**

At K1 RaceGear, we take pride in delivering high-quality products and providing exceptional customer service. We truly value your satisfaction, and our dedicated team will work tirelessly to ensure your custom driving suit fits perfectly.

Should you have any further questions or require any assistance throughout the alteration process, please do not hesitate to contact our customer service team at +1.760.268.0710. We are here to assist you in any way we can.

Thank you for choosing K1 RaceGear. We sincerely appreciate your business and eagerly look forward to providing you with an exceptional racing experience!