



Thank you for choosing Motor City Harness Medics.
Please follow the instructions below to ensure your equipment is received safely and processed without delay.

YOUR REPAIR REFERENCE #:

(Please include this number with your shipment and on all paperwork)

1 BEFORE YOU SHIP

- ☒ **Complete the Customer Repair Request & Service Authorization Form**
Submit the completed and signed form before shipping your item.
- ☒ **Remove all loose items and accessories**
Do not include items not related to the repair (mounts, brackets, covers, hardware, etc.) unless they are part of the issue.
- ☒ **Keep connectors and harness intact**
Do not cut, modify, or attempt repairs before inspection.
- ☒ **Note the symptoms clearly**
Include as much detail as possible to help our technicians diagnose accurately.
- ☒ **Take clear photos (if possible)**
Attach photos of the harness, connectors, damage, and labels to your repair request.

2 PACKAGING INSTRUCTIONS

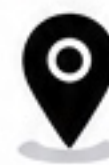
- Use a sturdy box**
Use a strong, corrugated box that is appropriately sized for your item. Do not use oversized boxes.
- Protect the equipment**
Wrap the harness or equipment in bubble wrap or foam. Prevent movement inside the box.
- Protect connectors and terminals**
Cover exposed terminals and connectors to prevent damage during transit. Cap or bag sensitive ends.
- Seal the box securely**
Use strong packing tape on all seams and edges.
- Include paperwork**
Place a copy of your completed Repair Request Form inside the box (or clearly write the Repair Reference # on paper and include it).
- Label the box clearly**
Write the Repair Reference # on the outside of the package. Do not write "battery" or "hazardous material" on the box.

3 WHAT TO INCLUDE IN THE BOX

- ☐ Completed Repair Request Form (or Repair Reference #)
- ☐ A brief written description of the issue
- ☐ Any relevant history (previous repairs, error codes, conditions)
- ☐ Approved quote (if returning for repair)
- ☐ Contact information (name, phone, email)

! Do NOT include unnecessary accessories or unrelated parts.

4 WHERE TO SHIP



Motor City Harness Medics
REPAIR DEPARTMENT

(Address will be provided in your confirmation email)

DO NOT SHIP UNTIL YOU RECEIVE SHIPPING CONFIRMATION.



Always use a trackable shipping method.
We are not responsible for packages lost or damaged due to improper packaging or non-trackable shipping.

5 RECOMMENDED SHIPPING METHODS



UPS

Recommended for reliable ground shipping.



FedEx

Fast and reliable with tracking.



USPS Priority or Ground

Use with tracking. Insure your shipment.



DHL

International shipments only.

6 AFTER YOU SHIP



Email your tracking number

Send your tracking number to:
tech@motorcityharnessmedics.com



Keep your tracking information

Keep a copy of your tracking number and shipping receipt until your repair is complete.



We will confirm receipt

You will receive an email once your item is received and checked in.



QUESTIONS?

We're here to help!

888-814-7917

info@motorcityharnessmedics.com

tech@motorcityharnessmedics.com

motorcityharnessmedics.com



THANK YOU FOR TRUSTING
MOTOR CITY HARNESS MEDICS

BUILT FAST. TESTED RIGHT. READY TO RUN.



SERVING
ALL STATES