



TECH PHONE (619)-258-6306 - HRS: 9AM – 5PM PST - TUESDAY – FRIDAY
9380 Bond Ave Suite B El Cajon, CA 92021

STOP- PLEASE READ

Fill Out the DRI Engine Work Order Form below.

Print and **fill out its entirety**. The more complete information DR receives from client- the better job DR can do in taking care of your JOB.

Be sure to use proper care when shipping your job/parts- **the vast majority of issues regarding shipping is inadequate packing.** ***Make sure to have your email added to the tracking options, you can also add our email, so we know it's coming.**

REMEMBER **Enclose work order form with your job.**

**** AFTER we receive your job-**

-Once DR receives engine they will read and review the work order form. - Then do a tear down and analyze all components: transmission, bearings, cases, clutch, piston, crankshaft, valves etc.

**** After DR analyzes the parts/job** components **They will CONTACT YOU** before proceeding with your job.

DRI will write up estimate of repairs and or mods desired by customer.

-DRI will then have consultation with client: either in person, via telephone or via email. Whichever means client prefers. DRI will answer all questions, present all options and the cost, quote lead time to do the work etc. DRI puts and emphasis on educating their clients so they can make the best possible decision based on their needs and budget. Once rebuild/modification plan is in place, Customer will be asked to supply a deposit for the job. (Generally, 50% to start with, balance due upon completion) **Once that is complete** DRI will start all the work.

-When your job is complete DRI will contact client to make shipping/delivery arrangements. Job will be shipped-delivered to/or picked up by client. DRI will offer client recommendation's for multitude of related items. DRI offers unlimited tech support for our customers. DRI's online Tech Center on the DRI website www.duncanracing.com is the most complete source of on-line information.

****Clients are welcome to call with questions regarding all facets of their ATV.**

NOTES TO CLIENT:

**** Make a list of any and all questions you have. Write them down and ask DRI during our consultations-** don't be afraid to ask. DR may not be able to answer them all, but we will do our best.

****Read all the DRI TECH DOCUMENTS YOU ARE GIVEN** DRI sends a number of helpful tech docs and instructions with the jobs it does.



DATE: _____
RECEIVED: _____

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CUSTOMER WORK ORDER FORM

NAME: _____ CUSTOMER#: _____

ADDRESS: _____

CITY: _____ ST: _____ ZIP: _____ COUNTRY: _____

HM#: _____ CELL# _____ WK#: _____

EMAIL ADDRESS: _____

SHIPPING ADDRESS (IF DIFFERENT FROM HOME)

ADDRESS: _____

CITY: _____ ST: _____ ZIP: _____ COUNTRY: _____

DATE NEEDED PARTS RETURNED? (ESTIMATE DATE ONLY): _____

RETURN SHIPPING METHOD? (APPLICABLE RATES APPLY)

UPS GROUND__ UPS 3DAY SELECT__ UPS 2ND DAY AIR__ UPS NEXT DAY AIR__

PAYMENT INFORMATION

CARHOLDERS NAME: _____ CARD TYPE: _____

CARD NUMBER: _____ EXP DATE: _____

3-DIGIT SECURITY NUMBER: (ON BACK OF CARD): _____ DR LIC#: _____

ABOUT YOUR PARTS

VEHICLE DESCRIPTION YEAR: _____ MODEL: _____ MAKE: _____

LIST CONTENTS SHIPPED TO DRI _____

DESIRED WORK TO BE PERFORMED _____

PROBLEMS CUSTOMER IS HAVING WITH PARTS (IF ANY) _____

HAVE PARTS BEEN WORKED ON BEFORE? IF SO, BY WHOM AND WHEN? _____

