

# POP & LOCK<sup>®</sup>

## CUSTOMER SERVICE & TECHNICAL ASSISTANCE

Website: [www.PopandLock.net](http://www.PopandLock.net)

Telephone Number: (800) 342.5911

- Option 1: Technical Assistance/Support
- Option 2: Customer Service

### WARRANTY TERMS:

You can download our Warranty Terms & Conditions on our website at [www.popandlock.net](http://www.popandlock.net) and selecting "Resources" on the top menu bar

### PRODUCT RETURNS:

*Please note regarding returns:*

- If the product is deemed defective, we encourage the end-user/customer to contact our technical support team directly at the number listed above. Many times, installation issues and product questions can be resolved over the phone minimizing/eliminating product returns. Installation instructions and videos are continuously updated and uploaded onto our website.
- If the product is NOT damaged and the return is 30 days after the purchase date, there will be a 25% Restocking Fee

### *Information Needed for a Product Return:*

1. Proof of Purchase/Receipt including
  - a. Date of Purchase
  - b. Name and Shipping Address
  - c. Part #
  - d. Return Reason:
  - e. Return Merchandise Authorization (RMA) #:

### *To request an RMA# for returned/defective merchandise, contact:*

1. Contact: POP & LOCK Technical Assistance at (800) 342.5911, Option 1
2. Request RMA # for returned/defective merchandise
3. Pop & Lock will issue RMA# over the phone or via email
4. Defective Merchandise to be sent to:
  - a. Pop & Lock LLC  
Attn: Jason Lindsley, Quality Control  
1271 Contract Drive  
Green Bay, WI 54304  
RMA # *(insert RMA# here)*
5. Be sure to include Packing Slip detailing returned Part Numbers.
6. Upon receiving shipment, Pop & Lock will review shipment and process credit.

### REPLACEMENT KEYS:

*Does your customer need a replacement set of Pop & Lock Keys?*

- Have customer contact Pop & Lock Customer Service at (800) 342.5911 Option 2.
- Customer will be required to submit Proof of Ownership of Vehicle (vehicle registration or certificate of insurance) to Pop & Lock either through Fax (855) 491.5911 or scan/email to [customerservice@popandlock.net](mailto:customerservice@popandlock.net)
- Cost of Replacement Keys = \$10 for two keys which includes shipping in the U.S. and Canada

*Please encourage your customers to contact our Technical Assistance Team prior to returning the product to you. Many issues can be resolved over the phone.*

**(800) 342.5911 OPTION 1**

**Monday – Friday  
8am – 4:30PM CST**

### VALID issues for Warranty Return:

- Locked Seized or does not turn
- Key turns 360 degrees without locking or unlocking the tailgate
- Paint is scratched upon receiving product
- Lock is installed and not working properly – *contact POP & LOCK before uninstalling and returning the product*
- Power Lock not operating correctly after installation - *contact POP & LOCK before uninstalling and returning the product*
- Product Packaging is damaged and cannot be sold

### NON-VALID Issues for Warranty Return:

- The CAM on the backside of the lock is loose – *This is normal; contact POP & LOCK for resolution*
- Keys do not work with Lock - *contact POP & LOCK for resolution*
- Keys are missing from Lock - *contact POP & LOCK for resolution*
- The wire colors on the Power Lock do not match with the vehicle - *contact POP & LOCK for resolution*
- Lock does not work due to incorrect model per vehicle platform
- Lock does not work due to improper installation- *contact POP & LOCK for resolution*

*Thank you for your  
business!*