

Products purchased from All Things RC that come with a manufacturer's warranty will say so in the manufacturer's documentation. If no manufacturer warranty is provided, All Things RC will warrant products for manufacturing defects for 30 days from the date of the receipt. We limit our liability under warranty to repair, replacement or refund, at our discretion, up to the product price paid.

If you a consumer under Australian Consumer Law (ACL), our goods also come with statutory consumer guarantees. Consumer guarantees under ACL include that goods are of acceptable quality, will be fit for the purpose we disclose to you, and match the description. Consumer rights under ACL have no set time limit, but last for a reasonable amount of time and vary from product to product depending on the nature of the goods, the price paid and how the goods have been used.

If a consumer guarantee issue is not major, we will repair the item within a reasonable time. If the problem is a major consumer guarantee issue, you can choose a replacement or refund, or to keep the item and we will compensate you for any drop in value. A major problem under ACL is when the product: has an issue that would have stopped someone from buying the item if they had known about it; is unsafe; is significantly different from our sample or description; or doesn't do what we said it would, or what you asked for and can't be easily fixed.

Warranty is not transferable and only covers manufacturing defects. Whereas, consumer guarantees cover a lot more and extend to gift recipients. However, goods are not expected to be indestructible. For example, you may not be able to rely on certain consumer guarantees if you damage the goods, or use the goods in an unreasonable or unintended manner. In particular, the consumer guarantee that the products are of acceptable quality, are safe, durable and free from defects.

If a product issue is caused by any of the following it is not considered a manufacturing defect and will not be covered under warranty, and you may not be able to rely on certain consumer guarantees:

- A crash or impact of any kind.
- Incorrect, defective or custom assembly or installation.
- All forms of neglect, misuse, improper or excessive use of the product.
- Incorrect storage or storage in poor or unsuitable environments.
- Maintenance, lack of maintenance or cleaning, repairs, tuning, gearing or programming.
- Product modifications, including the addition or removal of any product parts, or alteration of the manufacturer's internal components or original settings.
- Incorrect use of or use of unsuitable consumables, such as fuel, glow plugs, tyres and propellers.
- Not following the instructions supplied with the product.
- Not following our [RC Product Safety Guide](#) or [LiPo/Rechargeable Battery Safety Guide](#).
- Not running-in engines and motors properly.
- Shipping.

All rechargeable batteries are inspected and tested before sale, so any swelling or leakage is not considered a manufacturing defect and will not be covered under any circumstances.

# Warranty Claim

You can complete a warranty or consumer guarantee claim:

- In-store, simply bring the receipt, the product including all accessories and packaging; or
- Complete this form and email it to us along with your proof of purchase (i.e. copy of the receipt) and where possible, photos or video demonstrating the issue to [sales@allthingsrc.com.au](mailto:sales@allthingsrc.com.au).

## Your Contact Information

Name	<input type="text"/>		
Email	<input type="text"/>	Phone	<input type="text"/>

## Order Details

Customer	<input type="text"/>		
Receipt Date	<input type="text"/>	or	Online Order Date <input type="text"/>
Receipt No.	<input type="text"/>	or	Online Order No. <input type="text"/>

## Product and Issue Information

Item/Model	<input type="text"/>	Qty	<input type="text"/>
Product	<input type="text"/>		
The product is	<input type="checkbox"/> Unopened and unused	<input type="checkbox"/> Opened and unused	<input type="checkbox"/> Used
Issue Type	Warranty:	Consumer Guarantee:	
	<input type="checkbox"/> Dead on arrival	<input type="checkbox"/> Not of acceptable quality	
	<input type="checkbox"/> Faulty	<input type="checkbox"/> Not fit for a particular purpose	
	Order Error:	<input type="checkbox"/> Does not match description	
	<input type="checkbox"/> Missing parts		
	<input type="checkbox"/> Received wrong item	<input type="checkbox"/> Other	<input type="text"/>

### Issue Details

Provide as much detail as possible.

**DON'T SEND US THE PRODUCT AT THIS TIME!**

On most occasions we will be in contact with you about your claim within 3 business days, but please allow up to a week particularly during busy periods such as Christmas. If the item needs to be returned to us, we will provide you with a Return Authorisation (RA) number and our Warranty RA Form which must be fully completed, signed and sent with the returned item. You will be responsible for the cost to return the product and ensuring the product is returned safely in the same condition that you describe in your claim. The total turnaround time for claims can range from 1 to 8 weeks depending on if we need to send the item back to the manufacturer for assessment.