

# Warranty RA Form

If you have lodged a warranty or consumer guarantee claim and we have asked you to send the product to us. You must fully complete, sign and send this form along with the returned product to All Things RC, Unit 7 Kennards Enterprise Complex, 2215-2227 Castlereagh Road, Penrith NSW 2750

RA Number

## Your Contact Information

|                         |                      |                      |                      |
|-------------------------|----------------------|----------------------|----------------------|
| Name                    | <input type="text"/> |                      |                      |
| Email                   | <input type="text"/> | Phone                | <input type="text"/> |
| Return Shipping Address | <input type="text"/> |                      |                      |
|                         | <input type="text"/> | <input type="text"/> | <input type="text"/> |

### I have read, understand and agree that:

- I am responsible for the cost and safe return of the products to All Things RC.
- Unless already provided, I will include proof of purchase (e.g. receipt) with the returned products.
- I have removed all hazardous materials, such as fuel, from all products being returned.
- If the products I am returning include a Lithium Polymer (LiPo) battery I will attach a Lithium Battery Warning Label to the outside of the packaging, notify the transport carrier that I am shipping a hazardous product and follow all necessary safety procedures for that carrier.
- I will suitably package the products to prevent any damage during return shipping and that I am responsible and liable for any damage or loss of the products during shipping.
- I have listed each individual item being returned on the second page of this form, including all RC vehicles, batteries, transmitters/controllers and chargers.
- If the products I am returning are capable of retaining user-generated data or settings, I acknowledge that loss of data or settings may occur during the claim assessment and repair process and that All Things RC is not responsible nor liable for such data or settings loss.
- Products presented for repair may be replaced by refurbished goods of the same type rather than being repaired and that refurbished parts may be used to repair the products.
- If any returned products are found to be in working order or the issue was caused by something not covered under warranty or consumer guarantees, such as a crash, I will be responsible for the cost to return the product to me and pay any reasonable service and other costs incurred by All Things RC in assessing and repairing my products. If I do not pay these costs within 30 days of my claim being declined, All Things RC may take possession of or dispose of those products.

Name

Signature  Date

**Note:** We strongly recommend you use a postal or courier service which provides a tracking reference and transit insurance, because we cannot accept responsibility for loss or damage in transit. If we agree to reimburse the return shipping cost to you, we will only reimburse up to the cost of Australia Posts standard parcel post service.

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List each item included in your return package

| Qty | Item |
|-----|------|
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## Product Issue Information

The product is  Unopened and unused  Opened and unused  Used

### Issue Type

Warranty:

Dead on arrival

Faulty

Order Error:

Missing parts

Received wrong item

Consumer Guarantee:

Not of acceptable quality

Not fit for a particular purpose

Does not match description

Other

### Issue Details

Provide as much detail as possible.

We are usually able to test returned products and consult with the manufacturer within 5 business days of receiving the returned product. However, there are occasions where it will take longer. We will contact you by email or phone if we expect delays beyond our normal 5 business day turnaround.