



Section 1

Name

Address

 Postcode

Tel.

Section 2

Item Returned	Reason For Return <small>use multiple lines if needed.</small>	Date of Purchase

1. Please fill this form out in BLOCK CAPITALS, complete Section 1 and Section 2 fully as these are required to process your return.
2. Please explain in detail why the product is being returned and the circumstances regarding needing to return the item. Give as much information as possible to enable us to deal with the item quickly.
3. Please ensure that all returned items are sent to us complete including the original packaging and accessories, for example it is very hard to test a fault on a helicopter with out the transmitter.
4. Please make sure to obtain a proof of postage when sending any item back, we can not be responsible for items lost or damaged when being returned.
5. A refund, replacement, or repair will be at our discretion for faulty items not due to manufacturing faults. Repairs may be charged for at £25.00 per hour with 1 hour minimum charge if the fault is not due to a manufacturing defect.
5. **Please be honest when dealing with us, we will try our best to resolve any problem you have as it is in our interest to have a happy customer!** Unfortunately postage costs cannot be covered unless there is a manufacturing fault.