



RADLINE RC WARRANTY SERVICE FORM

Please complete this form and accompany it in the box with your Radline RC product. YOU MUST INCLUDE a copy of your receipt, or your product will not be covered under the Radline RC warranty.

CUSTOMER INFORMATION

NAME _____

STREET ADDRESS (no P.O. Boxes) _____

CITY _____ STATE _____ ZIP _____

COMPANY NAME (if applicable): _____

HOME PHONE _____ CELL _____

EMAIL _____

STORE AND CITY OF PURCHASE _____

DATE OF PURCHASE _____ PRICE PAID \$ _____

MODEL _____ SERIAL # _____

I AM THE PRIMARY USER OF THIS VEHICLE AGE _____

MY _____ IS THE PRIMARY USER OF THIS VEHICLE.

AGE _____

TOTAL NUMBER OF RC CARS IN HOUSEHOLD _____

BRAND NAMES _____

DESCRIPTION OF PROBLEM

BEFORE YOU SEND IN YOUR RADLINE RC PRODUCT FOR SERVICE, PLEASE MAKE SURE YOU HAVE DONE ALL OF THE FOLLOWING:

- READ THE RADLINE RC INSTRUCTION MANUAL AND TROUBLESHOOTING GUIDE THOROUGHLY.
- VISITED THE WWW.RADLINERC.COM SUPPORT PAGE.
- CONTACTED RADLINE RC PHONE SUPPORT.

IF YOU HAVE CALLED RADLINE RC, WERE YOU INSTRUCTED TO SEND THE PRODUCT IN FOR SERVICE OR REPLACEMENT?

DATE CALLED _____ RMA # ISSUED _____

PROVIDE A DETAILED DESCRIPTION OF THE PROBLEM

HOW DID THE PROBLEM OCCUR?

ON WHAT TERRAIN HAVE YOU DRIVEN YOUR CAR?

- Sand Asphalt Mud Dirt Concrete Carpet Grass

HAVE YOU MADE ANY MODIFICATIONS OR ADJUSTMENTS TO THE VEHICLE? _____ IF SO, DESCRIBE IN DETAIL _____

UPGRADE PARTS INSTALLED

- Oil Filled Shocks Ball Bearing Kit Modified Motor
- Pinion And/Or Spur Gears Racing Motor Pack

REPAIR/REPLACEMENT OPTIONS

AFTER A DETAILED DIAGNOSTIC, RADLINE RC WILL DETERMINE IF YOUR CAR AND/OR PARTS ARE COVERED UNDER WARRANTY. IF SO RADLINE RC WILL REPAIR YOUR VEHICLE WITH NEW OR FACTORY REFURBISHED REPLACEMENT PARTS AND SEND THE VEHICLE BACK FREE OF CHARGE.

IN SOME INSTANCES, PRODUCT MODELS AND PARTS MAY DIFFER SLIGHTLY DUE TO PRODUCTION CHANGES AND/OR IMPROVEMENTS. SOMETIMES ITEMS MAY BE DISCONTINUED. ALLOW 7 TO 12 BUSINESS DAYS FOR PROCESSING.

DEPENDING ON THE SIZE, YOUR PRODUCT WILL BE SHIPPED BACK TO YOU VIA USPS PRIORITY OR UPS GROUND.

TO SPEED UP RETURN SERVICE, CHECK ONE OF THE FOLLOWING:

- REPAIR ONLY - DO NOT REPLACE VEHICLE.
- REPLACE WITH SAME LIKE AND KIND MODEL ONLY.
- REPLACE WITH NEW UPGRADED MODEL.

IF YOUR PRODUCT IS NOT UNDER WARRANTY, YOU WILL HAVE TO PAY A \$5.00 (USA) RETURN SHIPPING FEE, PLUS ANY ADDITIONAL PART COSTS. BEFORE WE SERVICE YOUR VEHICLE, WE WILL CALL AND/OR EMAIL YOU WITH THE DIAGNOSIS AND TOTAL REPAIR COST.

YOU CAN CALL RADLINE RC AT 1-866-486-4629 AND PAY OVER THE PHONE VIA CREDIT CARD OR SEND A CHECK (please see shipping instructions below).

SHIPPING AND PAYMENT

AFTER YOU'RE INSTRUCTED TO RETURN YOUR VEHICLE OR PART FOR REPAIR, SECURELY PACK THE CONTROLLER, VEHICLE AND/OR OTHER DEFECTIVE PARTS IN BUBBLE WRAP AND WITH THIS COMPLETED FORM AND A COPY OF THE RECEIPT.

WE RECOMMEND SENDING YOUR PACKAGE VIA USPS PRIORITY, FEDEX OR UPS WITH A TRACKING NUMBER. WE CANNOT BE RESPONSIBLE FOR LOST PACKAGES.

ADDRESS THE PACKAGE TO:

Panache Place
29883 Santa Margarita Parkway, Suite #700
Rancho Santa Margarita, CA 92688

ALL CHECKS SHOULD BE MADE OUT TO **PANACHE PLACE**.