



# Canadian Service Center Repair Request Form

PLEASE FILL IN ONLINE  
AND PRINT A COPY  
IF POSSIBLE

**Please ship repair orders to:**  
4105 Fieldstone Road  
Champaign, Illinois 61822

Phone: 1-877-504-0233  
Fax: 1-800-661-2026  
Email: [productsupport@horizonhobby.com](mailto:productsupport@horizonhobby.com)

## **Important Note: All Repairs must include this form and the Repair Packing List**

All items should be packed to assure no damage is incurred during shipping. Please insure packages and avoid ship methods or carriers that do not provide tracking. Horizon is not responsible for damage incurred during the shipping process or for packages shipped to, but not received by Horizon. Please see the manufacturer's instructions before shipping.

Horizon Hobby services the following brands: Spektrum, JR, Saito Engines, Evolution Engines, Zenoah, E-flite, Hangar 9, HobbyZone, ParkZone, Seagull, Losi, Pro Boat, Dynamite, Orion, Phoenix Simulator and FS One. Horizon also provides parts only Align support with proof of purchase from Horizon or a Horizon Dealer.

Horizon Hobby services US and Canadian customers only.

### Your Information

Name:  
Address:  
City: State/Province: Zip Code:  
Daytime Phone: Evening Phone:  
E-mail:

Please Note: Items of high value will be shipped back to you "Signature Required" once your repair is complete. Therefore, if you would like your repair sent to a different address than listed above (work, etc.), please provide us with the preferred return address.

### Return Shipping Information (if different)

Name:  
Address:  
City: State/Province: Zip Code:  
Daytime Phone: Evening Phone:

**Return Ship Method:** Repaired/Replacement product will be shipped Parcel Post with a fee of \$9.99 for shipping and handling.

**Oversize Fees** Items which are considered "oversize" are noted in the catalog and on the website. Oversize fees range from \$13.50 to \$100.00. Exact charges will be noted when repair is invoiced. Oversize packages will not ship 2 Day, Overnight or Saturday Delivery. Oversize packages cannot be combined with other packages; therefore an additional shipping charge will be incurred for additional items on your order. For shipments to Puerto Rico, please call for a shipping quote.

# **Service Repair Packing List & Agreement**

**For warranty consideration each item must be accompanied by a dated proof of purchase.  
Warranties apply only to original purchaser and are not transferable.**

## **Items for Repair**

Mfg Item: _____	Description: _____	Qty: _____	Date of Purchase: _____
Description of problems and/or work requested:			

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## **Previously Repaired Items**

Mfg Item: _____	Description: _____	Qty: _____	Date of Purchase: _____
Description of problems and/or work requested:			

Mfg Item: _____	Description: _____	Qty: _____	Date of Purchase: _____
Description of problems and/or work requested:			

Mfg Item: _____	Description: _____	Qty: _____	Date of Purchase: _____
Description of problems and/or work requested:			

# Terms and Conditions

All merchandise is the responsibility of the shipper until it arrives at Horizon Hobby, Inc. Therefore, Horizon is not responsible for items lost or damaged in transit to Horizon. Warranty only applies, as described by the product manufacturer, on products accompanied by a **dated proof of purchase**. Warranty repair or replacement decisions are at the sole discretion of Horizon Hobby. Collateral damage is NOT covered by manufacturer warranty. All non-warranty inspections and repairs are charged a minimum of ½ hour of labor and labor is \$30 per hour (subject to change without notice). All charges for repair parts, labor, shipping and other fees are your responsibility. Nonpayment can result in confiscation of equipment.

I have read, understand, and agree with the Service Request Form and the terms and conditions contained within it.

Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

**Notice:** Inspections and repairs will not be performed without your signature agreeing to the terms and conditions.



**Warning:** Never ship LiPo batteries, fuel, or other hazardous material to Horizon Hobby as serious injury, fire, and collateral damage can occur. Horizon is not responsible for any collateral damage resulting from improper shipping and reserves the right to charge the shipper for proper disposal of any of the above items.

(Requires Adobe Reader 7.0.)

You can download Adobe Reader 7.0 free of charge at  
<http://www.adobe.com/products/acrobat/readstep2.html>

Return Address

**Horizon Service Center  
4105 Fieldstone Road  
Champaign, IL 61822**