



RETURNS SHIPPING COMPLIANCE POLICY

Horizon Hobby, LLC (“Horizon”) and our partners are committed and dedicated to personal and product safety. To support our commitment and regulatory compliance, Horizon must assure all products being returned are shipped in accordance with all applicable transportation regulations.

Special regulations, packaging, and/ or labeling requirements, apply to many products. All shippers are required to understand and comply with the applicable regulations. Regulations published by the U.S. Department of Transportation’s Pipeline and Hazardous Materials Safety Administration (PHMSA) may be found online at: <https://www.phmsa.dot.gov/hazmat>.

For information on how to ship regulated or Hazardous items by FedEx, please visit <http://www.fedex.com/us/service-guide/ship-dg-hazmat/dangerous-goods/how-to-ship.html> for more information.

Horizon Returns:

By returning Product(s) to Horizon Hobby, LLC, you agree and understand that:

1. You are solely responsible for shipping the Product(s) in compliance with all applicable legal requirements.
2. In the event you fail to ship the Product(s) in compliance with all applicable legal requirements:
 - a. You are required to make Horizon whole for any fine or penalty incurred due to your failure to ship the Product(s) in compliance with all applicable legal requirements.
3. You may be subject to disciplinary action, including but not limited to termination of your relationship with Horizon Hobby, LLC.
4. All Products offered for return must be pre-authorized by Horizon with a Return Authorization (“RA”).
5. The following Products may not be authorized to be shipped for returns. Please note this list is not all-inclusive, for full details please contact Horizon Hobby Customer Support:
 - a. Paints, thinners, certain glues or cements, aerosols or compressed gas canisters, Sealed Lead Acid batteries, rockets, kits containing rockets without or without igniters, igniters, hobby fuel (both quart and gallon).
 - b. Lithium Ion (Polymer) batteries.
 - c. Any item(s), including but not limited to batteries (of all chemistries), paint, glue, fuel, aerosols, and paint thinner that are leaking or that have spilled their contents on the outside of the immediate container and/or packaging.



Horizon Repairs or Service limitations:

1. Any equipment returned for product service purposes, warranty inspection, or repair, must comply with all Federal shipping regulations, including but not limited to the U.S. Department of Transportation's Hazardous Materials Regulations (HMR). This will include:
 - a. Lithium-ion battery powered equipment or devices: Remove the lithium ion battery from the equipment/device prior to shipping, unless the battery is installed in the device and protected from short-circuit. Do not send loose batteries or batteries packed with equipment back to Horizon.
 - b. Any kit or engine powered by flammable gas or nitro fuel must be thoroughly emptied and purged. The engine, gas tank, and fuel lines must be free of any gas and/or gas residue. Shut-off valves, if present, must be in the closed position, and all fuel tank caps or closures must be securely in place.