



## ***AIRCRAFT WARRANTY INFORMATION***

Redcat Racing is the premier source for quality ARF electric aircraft. As with all R/C aircraft, Redcat understands that there may be occasional manufacturing defects that slip through our quality inspection procedures. To combat that, Redcat offers one of the industry's most aggressive warranty packages, including limited lifetime warranties on all electronics!

Your Redcat Racing product is covered under a limited warranty for a period of 90 days on the aircraft. If you believe you have a warranty claim, simply fill out the form in the link above and include all information associated with the claim. ***This warranty is limited to the aircraft only! Redcat is not held responsible for any 3<sup>rd</sup> party damage sustained due to the operation and/or misuse of your aircraft\*.***

*\*Examples of misuse are as follows: Visible crash damage, Modification of aircraft structure, and modified cases/heat sinks on electronics. Note: Non-factory connectors and/or soldering also constitutes misuse for all electronic components. ALL safety precautions listed in the front of your owner's handbook and training DVD must be followed at all times! Redcat is not responsible for improper set-up, training, or operation of your aircraft. Your warranty claim will be denied if proper procedures have not been followed.*

In the case of shipping damage upon initial receipt, Redcat requires that photographs fully showing the damage must be taken and submitted within 24 hours of purchase (if from physical dealer) or with 24 hours of a tracking number notice of delivery.

All warranty claims must be handled through Redcat Racing and not your original hobby dealer. This ensures that your claim is handled in a prompt manner by our trained technical staff. Please complete the linked warranty claim form and/or warranty parts return order form.

If you have a specific part problem Redcat Racing will determine if the issue in question is covered under warranty and will contact you within 3 business days after the warranty claim form has been completed and submitted to us. If determined that the part(s) are covered under warranty, Redcat will send you the part(s) at no charge. Redcat may ask for some parts to be returned prior to sending out replacement parts such as remote controls, engines and possibly some other items.

If you have an aircraft problem, please fill out the warranty claim form and click on the aircraft button. Once the form is submitted and approved, you may ship the entire aircraft back to Redcat Racing along with a completed warranty parts return form. Once received, Redcat technicians will evaluate your aircraft and determine whether or not it is under warranty. If your problem is covered under warranty, Redcat will repair your vehicle with no charges for labor. Redcat reserves the right to require payment for any additional parts needed if they are not covered under warranty. Redcat is not liable for visible damage that may occur in transit. Please use precaution when packaging your aircraft for return to Redcat. Redcat also requires payment for shipping the item back to you, which will be charged to your credit card. Note: Unless agreed to in advance by one of our technicians, Redcat Racing does not reimburse customers for fees incurred in shipping a warranty item/aircraft back to us.

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