

Horizon Hobby Service Center Service Request Form

Please ship service orders to:

**PLEASE FILL IN ONLINE AND
PRINT A COPY IF POSSIBLE**

Horizon Hobby Service Center
4105 Fieldstone Road
Champaign, Illinois 61822 USA

Phone: 1-877-504-0233
Fax: 1-800-661-2026

Important Note: All service requests must include this form and the Service Packing List

Horizon Hobby services the following brands: Blade, Dynamite, Carisma, E-flite, Evolution, ECX (Electrix RC), FORCE RC, Hangar 9, HobbyZone, JR, Losi, ParkZone, Pro Boat, Orion, Phoenix, Saito, Seagull Models, Spektrum, Team Losi Racing and Zenoah. Horizon also provides parts only Align support with proof of purchase from Horizon Hobby or a Horizon dealer.

**Your
Information**

Name:

Address:

City: State/Province: Zip/Postal Code:

Daytime Phone: Evening Phone:

E-mail:

Please Note: Items of high value will be shipped back to you "Signature Required" once your service is complete. Therefore, if you would like your service 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/Postal Code:

Daytime Phone: Evening Phone:

Return Ship Method:

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 service 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. Please note, the default Ship Method of U.S. Post Office/Parcel Post will be used unless otherwise requested.

Shipping Method:	Continental U.S.	Alaska, Hawaii	Canada	Puerto Rico
<input type="checkbox"/> U.S. Post Office/Parcel Post	\$4.99	\$9.99	\$9.99	\$9.99
<input type="checkbox"/> Ground Shipping*	\$7.99	\$16.99	\$16.99	N/A
<input type="checkbox"/> 2-Day**	\$24.99	\$32.99	\$32.99	\$32.99
<input type="checkbox"/> Overnight**	\$34.99	\$46.99	\$46.99	\$46.99
<input type="checkbox"/> Saturday Delivery***	Call For Quote			

*No PO Box Deliveries

**No PO Box deliveries, HAZMAT or Oversize

***No PO Box Deliveries, HAZMAT or Oversize. Only available on Overnight Orders.

Service 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 Service

Mfg Item: _____	Description: _____	Qty: _____	Date of Purchase: _____
Description of problems and/or work requested:			
<div style="border: 1px solid black; height: 40px;"></div>			

Mfg Item: _____	Description: _____	Qty: _____	Date of Purchase: _____
Description of problems and/or work requested:			
<div style="border: 1px solid black; height: 40px;"></div>			

Mfg Item: _____	Description: _____	Qty: _____	Date of Purchase: _____
Description of problems and/or work requested:			
<div style="border: 1px solid black; height: 40px;"></div>			

Previously Serviced Items

Mfg Item: _____	Description: _____	Qty: _____	Date of Purchase: _____
Description of problems and/or work requested:			
<div style="border: 1px solid black; height: 40px;"></div>			

Mfg Item: _____	Description: _____	Qty: _____	Date of Purchase: _____
Description of problems and/or work requested:			
<div style="border: 1px solid black; height: 40px;"></div>			

Mfg Item: _____	Description: _____	Qty: _____	Date of Purchase: _____
Description of problems and/or work requested:			
<div style="border: 1px solid black; height: 40px;"></div>			

Terms and Conditions

- Horizon Hobby services customers in the US, Canada and Puerto Rico. For other International customers, please contact your local Horizon Hobby Service Center.
- All items should be packed to assure no damage is incurred during shipping. Horizon is not responsible for damage incurred during the shipping process or for packages shipped to, but not received by Horizon. Please insure packages and avoid ship methods or carriers that do not provide tracking.
- Do not return LiPo Batteries or products containing fuel or other hazardous material.
- Warranty only applies as described by the product manufacturer and on product accompanied by a dated proof of purchase.
- Warranty service or replacement decisions are at the sole discretion of Horizon Hobby. Collateral damage is NOT covered by manufacturer's warranty.
- All non-warranty services are charged a minimum of ½ hour of labor and labor is \$30 per hour (subject to change without notice). All charges for service parts, labor, shipping and other fees are your responsibility. Nonpayment can result in confiscation of equipment.
- Horizon Hobby is not responsible for any loss of data or information associated with service.
- Customer is responsible for all brokerage fees, duties and taxes associated with service and shipment of product.

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

Name _____

Signature _____ Date _____

Notice: Service 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**