



HoBao Racing Warranty Information

HoBao Racing guarantees all HoBao Racing chassis components to be free from defects and workmanship for a period of 90 days. Electronics components such as electric motors, speed controls, radios, servos...etc and nitro engines components including glow plugs have 30 days warranty from the original date of purchase, which must be verified with valid sales receipt from an authorized retailer.

HoBao Racing warranty covers only defects in materials and workmanship. Any problems that arise from normal wear and tear, abusive driving, neglect, or any damage that arises as the result of improper usage are not covered under this warranty. This warranty also does not cover any problems resulting from user errors such as crashes, collisions, or any other improper driving conducts. HoBao Racing is not liable for any loss or damages, directly or indirectly, incidental or consequential, or from any special situation arise from the use or misuse of any and all of HoBao Racing products.

If you have any problems with your HoBao product(s) and would like to make a warranty claim, please contact us via phone or email first.

If the customer service rep. directs you to send the defective item(s) in, make sure you include the following:

- A copy of your original dated sales receipt
- HoBao Racing Support Form
- The suspected defective item(s). Any items that are returned for warranty must be complete. For example, if you are asked to send in an engine, the engine must be complete and not missing any of the parts.

All items shipped to HoBao Racing must be freight prepaid. All C.O.D's will be refused. We recommend using a shipping service with tracking. HoBao Racing is not responsible for any articles lost in transit. Pack all items tightly to prevent further damaged during shipping.

Send all items above to one of the designated location:

Your Location	North America	Worldwide
Designated Service Station	<u>HoBao Racing USA</u> 1765 Greensboro Station Place Tower1, Suite 900 McLean, VA, 22102 Tel: 888-687-6780 info@hobao-usa.com	Please contact the regional HoBao Distributors for Warranty Service. Distributor listings can be found here http://hobao-racing.com/en/worldwide.php

HoBao Racing Support Form

HoBao Racing USA _____ / HoBao Racing Taiwan _____ DATE: _____

Step:

1. Print and fill out the form completely.
2. Make a copy of your purchase receipt. All warranty/repairs will not be processed, unless accompanied by a valid purchase receipt. (Credit card statement or eBay/Paypal transaction numbers are not acceptable substitutions.)
3. Contact HoBao Racing support for assistance prior to sending anything.
4. If you are instructed to file a warranty claim, please make sure all items requested are included.

1. Your name:

2. Your address:

3. Your Phone Number: (_____) _____

4. Your e-mail address: _____

5. Summary of your problem (*check lines*):

a _____ part(s) is missing from my kit

b _____ part(s) seems to be defective

c _____ other problem

6. HoBao Model Name or Part(s) Name:

7. Purchased from (*store name*)

a. Store Contact Tel: (_____) _____ b. _____ Item was a gift?

8. Describe the problems in details and include any part numbers if applicable:

Failure to fill out this form correctly or failure to submit all required information will cause a delay in processing!

Case # _____ (Internal Use)

Note (Internal Use):
