



# **TOWER HOBBIES** INTERNATIONAL ORDERING INSTRUCTIONS

1. **HOW TO ORDER BY PHONE** – Call our order assistance line 217-398-3636 to charge an order to DISCOVER, VISA or MasterCard credit cards. Our sales representative will be happy to help you with questions and ordering.
2. **HOW TO ORDER BY FAX** – Place your credit card order (DISCOVER, VISA, MasterCard) by Fax 24 hours a day at 217-356-6608. For the fastest processing of Fax orders please follow these simple guidelines. Print clearly (preferably blue or black ballpoint pen – do not use markers or felt pens). Please include all information requested—ad number, customer number (if you are a Tower Hobbies customer and you know your number), name, address, shipping and payment information (including credit card number, expiration date and signature), plus, stock numbers, quantities, descriptions and prices on the items you are buying. If you need help with stock numbers or product questions call our order assistance telephone number 217-398-3636 or write to Tower Hobbies, P.O. Box 9078, Champaign, IL 61826-9078 USA.
3. **HOW TO ORDER ON THE INTERNET** – See our How to Order Page on the World Wide Web at <http://www.towerhobbies.com/ordering.html>.
4. **HOW TO ORDER BY MAIL** – Please print clearly all information requested: ad number, customer number (if you are a Tower Hobbies customer and you know your number), name, address, phone, shipping and payment information plus, stock numbers, quantities, descriptions and prices on the items you are buying. For credit card orders to DISCOVER, VISA or MasterCard be sure to include credit card number, expiration date and signature. If you are including payment with your order it must be in U.S. funds.
5. **ORDERING INFORMATION** – Please print your name and complete address (only one customer per household please). If packages should be sent to a different address than the catalogs are sent, fill in both address areas. Please check if you are already a Tower Hobbies customer and include your customer number if you know it. This number can be found on the mailing label or in the upper right hand corner of any Tower Hobbies invoice you may have from previous orders. Also, please include the ad number which can be found in the mailing address area on the back of our catalogs or at the bottom of the page in magazine advertisements.
6. **ITEMS ORDERED** – Fill in the quantity, the stock number and complete description for each item you are purchasing (be careful to check the description as some items are sold in varying quantities).  
*Note:* Some kits are too large to be shipped internationally. A list of these kits is available by mail or you can call 217-398-3636 to check. *Note:* To order radios please refer to the “How To Order Radios” section below.

7. **ORDER SUMMARY** – When you have finished listing all the items you are purchasing, add up the figures in the “Total Amt.” column to get your “Merchandise Total”. Add the “Shipping & Handling” charge to the “Merchandise Total” to get the “Grand Total” cost of your order.

8. **CUSTOMS, BROKERAGE AND LOCAL TAX COLLECTION** – Any customs charges, local taxes or brokerage fees collected by the country of destination are the responsibility of the individual customer.

## RETURN INSTRUCTIONS

We will accept merchandise for return within 30 days of the date you received it (plus we will allow for adequate shipping time for returns from international addresses) for any reason as long as the merchandise is in new and unused condition and in its original packaging. Please see the back of your Tower Hobbies invoice for “Instructions for Returning Merchandise” on page 286 in the Tower Hobbies Annual Catalog.

### HOW TO ORDER RADIOS

- To order a radio on a particular channel number, first check the chart below.
- Replace asterisks in the stock number with a channel number or channel code shown on the chart below. Example: the stock number of a Futaba 2PB 2-channel radio is **TG2959\*\***. To order a 2PB on Channel 64, change stock number from **TG2959\*\*** to **TG295964**.
- Indicate 2nd and 3rd frequency choices to speed up order delivery.
- If you have no channel number choice, leave asterisks in place. We'll send you any frequency that's in stock. Since radios aren't available on all channel numbers, please remember:  
 Radios designed for aircraft use will usually not be available on car/boat, and vice-versa. Please list 2nd and 3rd choices as alternatives in case your first channel choice is not in stock. If you're calling in your order, the phone representative will be able to tell if your choice is in stock or whether an alternate is needed. Of course, if you only have one choice, we will send it if it's in stock. If you furnish only one channel choice and it's not in stock, we'll backorder it, even if other channels of that radio are in stock (some radios and channel number choices may not be backordered).

Channel Numbers Aircraft Use Only							Channel Numbers Boat/Car Use					Channel Numbers All Uses
11	12	13	14	15	16	17	61	62	63	64	65	
18	19	20	21	22	23	24	66	67	68	69	70	A1
25	26	27	28	29	30		71	72	73	74		A2
31	32	33	34	35	36		75	76	77	78		A3
37	38	39	40	41	42		79	80	81	82		A4
43	44	45	46	47	48		83	84	85	86		A5
49	50	51	52	53	54		87	88	89	90		A6
55	56	57	58	59	60							