

Tower Hobbies "No Call At All" Return Policy

We want you to be happy with the products you purchase from Tower Hobbies. This is your hobby and it should be FUN! Since making you happy makes us happy, we have one of the best, most hassle-free return systems anywhere. In most cases (except for defective or damaged merchandise) you need not even call us-just follow the instructions below and fill out our simple Return Form. Returns will be processed as quickly as possible in the order they are received.

Step-by-Step Instructions

You may return items purchased from Tower Hobbies within 30 days if the merchandise is in new/unused condition and in its original packaging. Simply follow the steps listed below. The attached Return Form should be completed and **MUST** accompany all returns.

1. Merchandise that is DEFECTIVE right out of the box can usually be repaired or replaced at no charge, however some manufacturers insist on handling these situations directly. See your product manual or call our Customer Service Department if you are unsure of the manufacturer's policy. Merchandise that arrives DAMAGED due to shipping should NEVER be returned without calling Tower Hobbies first. Be sure to save ALL packing materials and paperwork, as well as the damaged product, then call our Customer Service Department at 800-637-6050 or 217-398-3636.
2. Detach the return form below, then write your customer number and invoice number in the space provided.
3. Write the quantity, stock number, merchandise description, and return code for the merchandise being returned in the space provided on the return form. If you are returning a defective item, please provide a detailed description of the product defect.
4. Indicate how you would like us to handle your return credit. If you wish to exchange the returned merchandise for other merchandise, list the quantity, stock number, description and price of additional items in the space provided on the return form. Be sure to indicate how you wish to pay for additional charges, if applicable. When an order that earned a discount for overall value is returned, the remaining balance is reviewed. Orders that no longer qualify for the discount will be subject to a charge-back to your Tower account.
5. If you wish to order additional items, please include our standard postage and handling charge for your location. Priority shipping services are also available. Refer to a current sales flyer for additional priority shipping fees, or the Tower Hobbies website at www.towerhobbies.com.
6. Peel off the return shipping label from the other side of the return form and apply it to the return package, then send the package to Tower Hobbies at: 1608 Interstate Drive Champaign, IL 61822. We recommend for your protection that you insure all packages, however, we do not reimburse for insurance or postage. To view your account status at any time visit the online Customer Information Center at www2.towerhobbies.com/cic

PLEASE INCLUDE THE RETURN FORM BELOW WITH ALL MERCHANDISE RETURNED TO Tower Hobbies.

SHIP RETURN TO:
Tower Hobbies
1608 Interstate Drive
Champaign, IL 61822

CUSTOMER # _____

INVOICE # _____

ITEM(S) BEING RETURNED:

QTY.	STOCK NUMBER	MERCHANDISE DESCRIPTION	RETURN REASON

REASON FOR RETURN:

- X - ITEM(S) SHIPPED - NOT WHAT WAS ORDERED.
- C - ITEM(S) NOT NEEDED ONCE RECEIVED.
- F - ITEM(S) DEFECTIVE. *SEE COMMENTS ABOVE.
- G - ITEM(S) DAMAGED IN SHIPMENT. ** SEE COMMENTS ABOVE.
- N - MISSING PARTS
- OTHER REASON (PLEASE EXPLAIN): _____

ACTION REQUESTED:

EXCHANGE FOR

QTY.	STOCK NUMBER	MERCHANDISE DESCRIPTION	UNIT PRICE

PAYMENT FOR ANY ADDITIONAL AMOUNT:

- COD
- CREDIT CARD (SEE BELOW)
- CHECK/MONEY ORDER

CREDIT (NOTE: WE WILL ONLY REFUND ORIGINAL PAYMENT METHOD)

- CREDIT MY ACCOUNT TOWARD FUTURE PURCHASES. SEND A REFUND CHECK.
- SEND A REPLACEMENT. CREDIT MY CREDIT CARD.
- OTHER(PLEASE EXPLAIN): _____

CREDIT CARD: VISA MASTERCARD DISCOVER

CARD # _____

EXP. DATE _____ SECURITY CODE _____ INITIALS _____