

Tower Hobbies "No Call At All" Return Policy

We want you to be happy with every product you purchase from Tower Hobbies. If you're not, we want to make it right. That's why we have one of the best, most hassle-free return systems anywhere. In most cases (except for defective or damaged merchandise) you don't even have to call us. Just follow these instructions and complete our simple return form.

Returns are processed as quickly as possible, in the order received. If your return is due to an error by Tower Hobbies, please contact Customer Service at (800) 637-6050 or csemail@towerhobbies.com. Some returns may qualify for a convenient pre-paid return shipping label.

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 below. The attached Return Form **MUST** be completed and submitted with all returns.

1a. Merchandise that is **DEFECTIVE** right out of the box can usually be repaired or replaced at no charge. Some manufacturers, however, insist on handling these situations directly. See your product manual or call our Customer Service Department if you're unsure about the manufacturer's policy.

1b. Merchandise that arrives **DAMAGED** due to shipping should never be returned without calling Tower Hobbies' Customer Service Department first at 800-637-6050 or 217-398-3636. Be sure to save **ALL** packing materials and paperwork as well as the damaged product.

2. Detach the return form below. Then, write your customer and invoice number in the spaces provided.

3. Write the quantity, stock number, merchandise description, and return code for the merchandise being returned. If you're returning a defective item, provide a detailed description of the defect — even if you've already discussed it with our Customer Service Department.

4. Indicate how you'd like us to handle your return credit. Do you want to exchange the returned merchandise for other merchandise? If so, list the quantity, stock number, description and price on the return form. Also indicate how you wish to pay for additional charges, if applicable.

Easy Pay Orders: If you used Easy Pay for this purchase, only exact replacements (for defective or damaged items) will be processed as an exchange order. All other types of returns or exchanges on Easy Pay orders will be processed as a return and a new order.

Discounted Orders: If your returned merchandise was part of an order that received a discount for its total value, the remaining balance will be reviewed. Should it no longer qualify, the discount you received will be charged back to your Tower account.

Any refund credits from returns will be applied to outstanding balances on your account, whether for this order or any past due amounts. Refer to the extended policies and procedures at <http://towerhobbies.com/policy-procedure.html> or call Customer Service at 217-398-1100 with questions.

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 to the Tower Hobbies website at towerhobbies.com.

6. Peel off the return shipping label from the other side of the return form and apply it to the return package. Send the package to Tower Hobbies at: 1608 Interstate Drive, Champaign, IL 61822. For your protection, we recommend insuring all packages. However, **we do not reimburse for insurance, postage, taxes or duties.** Visit the online Customer Information Center at towerhobbies.com/cic to view your account status at any time.

INCLUDE THE RETURN FORM BELOW WITH ALL MERCHANDISE RETURNED TO TOWER HOBBIES.

((Return form))

| | | | | | |
|--|--------|----------------|---------------|---|-----------------------------|
| Customer#: _____ | | Invoice# _____ | | Ship to: _____ _____ _____ | |
| Items being returned: | | | | Reason for return: | |
| Qty | Stock# | Description | Return Reason | F- Item(s) Defective (see 1a.) | C-Item (s) no longer needed |
| | | | | G- Item(s) Damaged in shipment (see 1 b.) | N- Missing Parts |
| | | | | X-Item (s) Shipped-Not as ordered (Explain) | Other: _____ |
| <input type="checkbox"/> I want an exchange *See 4 | | | | Payment method if there is a balance to be paid: | |
| Qty | Stock# | Description | Price | Credit Card # _____ | |
| | | | | Expiration Date _____ SC# _____ Initials _____ | |
| <input type="checkbox"/> I want a refund | | | | <input type="checkbox"/> I have already reordered what I need | |
| <input type="checkbox"/> Credit my account towards a future purchase | | | | <input type="checkbox"/> Original pay method | |