

HPD WARRANTY POLICY & PROCEDURES

We are continuously working to improve our organization and strive to position HPD as your favorite wholesaler! Part of this means updates and improvements to our RMA program.

We fully understand the time and costs involved to process return requests. If all parties follow the following procedures, returns can be processed in a timely and efficient manner so we can provide the service and support that you need.

FORMS & SUPPORTING DOCUMENTS

1. **Please prepare the following images/information** to completely fill out the online RMA form found at https://www.hpd.ca/index.php?main_page=rma_form
 - End user purchase date
 - End user return date (date the customer brought the damaged item back)
 - HPD's stock code number
 - Serial number (If applicable)
 - Reason for RMA request (include as much detail as possible)
 - Troubleshooting steps that have been taken
 - Photo and/or video showing defects (see examples below for photo requirements)

2. **Once your RMA is inputted into our system**, you will be informed whether you need to provide more information or pictures, and if you need to either send the product back to us or destroy/recycle it. If asked to send product back, we will provide 1 prepaid shipping label (waybill) per month for most regions in Canada.

*You will never be asked to send defective batteries back.

*HPD provides credits only. It is your responsibility to order your own replacement (some exceptions apply).

3. **You will receive a credit from us when the product has been destroyed** or after we receive and test the defective product back in our warehouse. You will have 30 days from receiving your prepaid shipping waybill to have the product delivered to HPD. If the product does not arrive within the 30-day time frame, your RMA will be void and no credit will be issued.

PHOTO INSTRUCTIONS

Include the following in your photo(s):

- The defect (red flashing lights, burnt sides, etc.)*
- Make sure photos are clear and all numbers in the photo can be read
- Part number
- Serial number (Traxxas serial numbers start with a letter)
- Battery connector (for batteries and ESC's)

Additional **Battery Photo** Instructions:

- Plug battery into an approved digital voltage reader that shows all the cells of the battery at once (when the defect is voltage related). See photo example below
- Image of the battery connectors
- Image of the battery showing it's general condition. If the battery appears to have physical damage, HPD reserves the right to ask for more pictures to process the RMA request.

Suggested part numbers for **digital voltage readers**:

- HIT44173
- TRA2968X
- VEN0699

*Video Instructions

Some defects will not be able to be shown in a photo. If this is the case, please **also** send a short video showing the issue (red flashing lights, etc.).

Hi-Performance Distributors
300-26825 56th Ave
Langley, BC, V4W 3Z9
Canada



Toll Free: 1-800-661-0063
Local: 604-856-5336
Fax: 604-856-5338
Email: sales@hi-performance.ca

PHOTO EXAMPLES

Required Battery Photo Samples



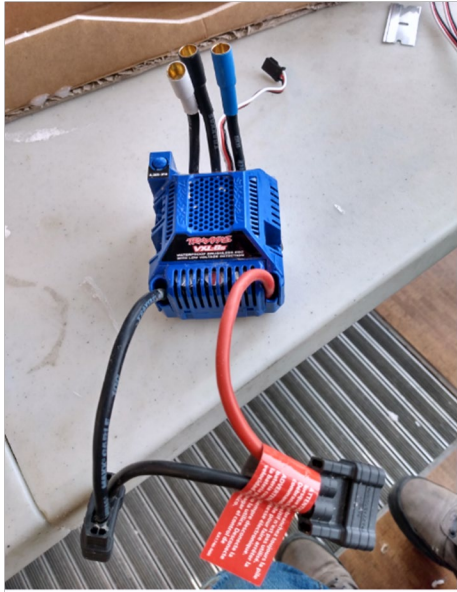
Hi-Performance Distributors
300-26825 56th Ave
Langley, BC, V4W 3Z9
Canada



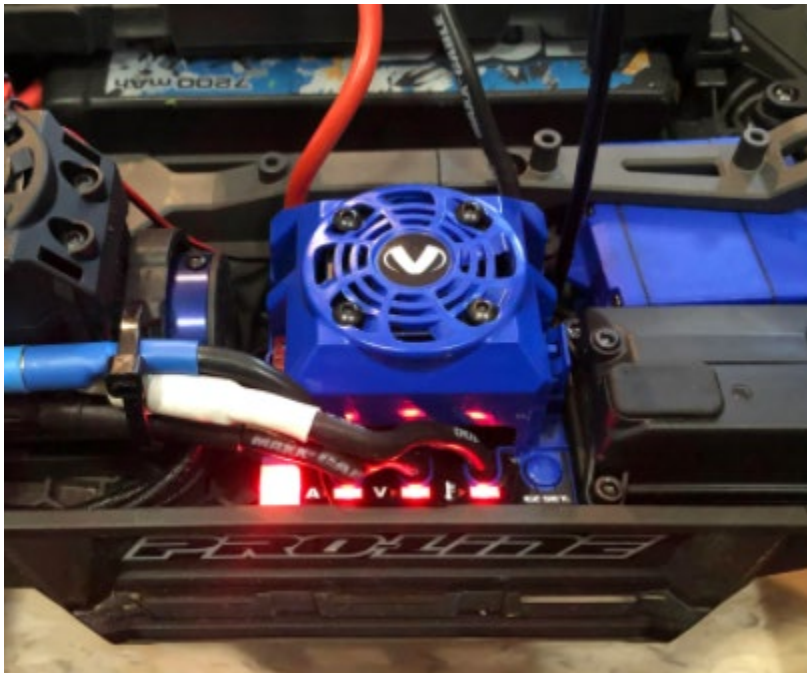
Toll Free: 1-800-661-0063
Local: 604-856-5336
Fax: 604-856-5338
Email: sales@hi-performance.ca

PHOTO EXAMPLES

Required ESC Photo Samples



Critical Failure Photo Example



WARRANTY COVERAGE (with respect to **retail purchase date**)

ALL BATTERIES: 1 Year (**do not** send batteries back)

ELECTRONICS:

Associated	30 days
Castle	1 year
Fly Sky RC	30 days
Gens Ace	1 year
Hitec	1 year (plastic cases and gears: not covered)
On Point	30 days
Power HD	90 days
Proline	30 days
SkyRC Chargers	1 year
Traxxas	30 days
Venom	1 year

BRANDS NOT COVERED BY HPD:

MIP	support@miponline.com	done through MIP direct end user/dealer
RPM	talk2us@rpmrcproducts.com	done through RPM direct end user/dealer
RC4WD	support@rc4wd.com	done through RC4WD direct end user/dealer

For all other brands, please contact HPD for more information.

IMPORTANT INFORMATION REGARDING RMA'S

- *Subject to change without notice
- *Processing times will be delayed if the RMA form does not contain enough detail, or if photos and/or end user proof of purchase is not included.
- *RMAs are only issued if the product was purchased through Hi-Performance Distributors (some rare exceptions may apply).
- *Return only approved RMA items. Hi-Performance Distributors will not be held responsible for any additional items/materials that are not part of the RMA item.
- *No free return shipping for dropship orders.
- *The purpose of warranty is to cover manufacture defects. User abuse, modifications, and/or installation error will void warranty.