

Hi-Performance Distributors  
300-26825 56<sup>th</sup> 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

## **HPD WARRANTY POLICY & PROCEDURES**

Hi-Performance Distributors is streamlining our Warranty and Defective Returns Policy. Why? Because we care! We are continuously working to improve our organization throughout and strive to position HPD as your favorite wholesaler.

With that in mind, we at HPD fully understand the time and costs involved to process return material requests. We believe that if all parties follow the below-mentioned procedures, returns can be processed in a timely and efficient manner and will allow us to provide the service and support that all our customers expect of us.

- 1) Please completely fill out the online RMA form found at:  
[https://www.hpd.ca/index.php?main\\_page=rma\\_form](https://www.hpd.ca/index.php?main_page=rma_form)

### **Please Prepare the following images/documents for pre-approval**

- End user purchase date
  - HPD's stock code number
  - Serial number (when applicable)
  - Reason for RMA request. Include as much detail as possible, and if/what troubleshooting has taken place
  - Photo and/or video showing defects (see examples below)
- 2) Once your RMA is approved you will be informed whether you need to send the product back to us, or just destroy it. If asked to send product back to us, we will provide up to 1 prepaid shipping label per month for most regions in Canada. You will never be asked to send defective batteries back. HPD will only be providing credits, it is your responsibility to order your own replacement.
  - 3) You will receive a credit from us when the product has been destroyed or when we receive the defective product back in our warehouse. You will have 30 days from receiving your RMA approval 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.

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### Photo Instructions:

Make sure the photos are clear, so all the numbers can be read. When applicable, include the following in your photo(s):

- The Defect (when visible)
- Part number or UPC
- Serial number
- Batteries plugged into a digital voltage reader (when defect is voltage related)

### Photo Examples:



### Video Instructions:

Some defects will not be able to be shown in a photo. If this is the case, please send a short video showing the issue.

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**Warranty Coverage (with respect to retail purchase date):**

- Batteries (we do not need these back)
  - o 1 Year
- Electronics
  - o PowerHD – 90 days
  - o Traxxas – 30 days
  - o Hitec – 1 year (plastic cases and gears are not covered)
  - o Venom – 1 year
  - o Castle – 1 year
  - o All other vendors – 30 days (some exceptions apply)

**Brands NOT covered by HPD:**

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

**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.

\*RMA's 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.