CONTACT INFO:

email: productsupport@horizonhobby.com
Mon-Fri 9:00am - 7:00pm CT (Online Chat & Email Support)
Sat-Sun 10:00am - 6:00pm CT (Online Chat & Email Support)

To process a warranty claim you must email the below information to **productsupport@horizonhobby.com** with the subject line including 'Warranty Claim'.

• This form completed and attached
• Your complete name and shipping information
• Product number and item description
• A clear and legible photo of your Purchase Receipt attached to the email
• A clear photo of your item showing any relevant details

* please confirm your product is still under warranty before submitting a request. Warranty conditions can be found in the product manual included with your purchase or in the manuals section of the individual product page.

WARRANTY Guidelines:

If you have a potential **Warranty DO NOT take the item to your local dealer**, they are not authorized to handling warranties for Trinity and Trinity Branded Products. Call or email us directly if you feel you have a Warranty and it falls within the guidelines below.

Lipo Factory batteries come with 60 day warranty, against manufacturing defects, from date of purchase.

Trinity, Revtech, White Carbon, and RXTech batteries come with 30 day warranty, against manufacturing defects, from date of purchase.

Warranty covers dead cells or cells with voltage charge errors (voltage off between cells more than .5 of a volt when balanced). Warranty does not cover puffed or swollen battery packs unless new defective right out of the box, it also does not cover cells or packs with cells below 3.0v.

All Team Trinity Motors come with a 30 day warranty against manufactures defects. Exception Equalizer Series (Read Below)

The Equalizer Series of Motors have been designed for tamper proof SPEC Racing as such our tech staff and the racer has no ability to open, tune, tweak or adjust the motor in any way. Equalizers come with a Race Based Warranty meaning that they work right out of the box. There are no Guarantees on performance level of any given motor. If you have a non working Equalizer motor right out of the box contact our tech staff immediately. **All Warranty issues are to be handled directly with us.**

Motolyser and Printalyser repairs or warranties need to be handled directly with Motolyser overseas. Unfortunately due to the technical nature of the product we are unable to service Motolyser products.
www.motolyser.com

For non-branded Trinity products, Team Trinity does not handle the warranty service and will need to ship the item to our supplier for repair or replacement. For this reason, we ask that you please allow 3-4 weeks for warranty service.

For a warranty to be covered you must submit a copy of the original receipt in order for a warranty to be processed.
(No Receipt No Warranty)

Turn around time is approximately 10 working days from receipt. Please remember to leave 5 working days for your warranty to get to us. It is recommend that you sent your warranty item in with a signature required. We are not responsible lost, stolen or damaged warranty items returned to us.

If we determine the item is not covered under warranty we will contact your with options for repair or replacement cost.

Return shipping for warranties is covered by us.

GENERAL INFORMATION:

Please fill out all the details completely, **print clearly:**

Name:_____

Street: _____

Apt/Suite: _____

City: _____

State: _____ Zip: _____

email: _____

Daytime Phone: _____ - _____

WARRANTY INFO:

Product Part #: _____

Date of Purchase: _____

Where purchase from (address and phone number):

_____

_____

Motor: _____

Turn / KV: _____

Battery: _____

# of cells: _____ Volts: _____ Milliamp: _____

How many amps charged at?: _____

How many amps discharged at?: _____

Vehicle Type: _____

Gearing: _____

Type of failure: _____

Did the product ever work properly: _____

How many practice runs?: _____

How many race events?: _____

Describe the problem: _____

_____

_____

_____

_____

_____