

RPP Hobby Return Worksheet

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Tel: 707-462-4152

Fax: 707-463-1380

Email: support@rpphobby.com

Returns may be accepted of new/unopened merchandise within 30 days of receipt.

RPP Hobby **will not accept returns** of:

- Electronics
- Apparel
- Special Order Items

Accepted returns for **refund** are subject to a 20% restocking fee.

Accepted returns for **store credit** have no restocking fee.

Instructions for types of returns:

1. Merchandise damaged in transit.

Items damaged in transit require special handling and are handled on a case-by-case basis. Please do not return items damaged in transit without contacting RPP Hobby first. Along with keeping the damaged item(s), please save all packing materials and containers. In some cases, the shipping company will want to inspect these items before finalizing the claim. To start a damaged shipment claim, contact RPP Hobby via email or telephone. Your RPP Hobby representative will advise you how to proceed.

2. Incorrect items received or missing items.

For incorrect items received, contact RPP Hobby via email or telephone. Your RPP Hobby representative will advise you how to proceed. If necessary, a return label will be provided for the incorrect item to be returned.

For missing items, contact RPP Hobby via email or telephone. Your RPP Hobby representative will advise you how to proceed. If necessary, the missing item will be shipped at no additional cost.

3. Unneeded or mistakenly ordered items.

To return an **unopened, new** item that is no longer need or wanted, fill out the return form attached to this worksheet and return to RPP Hobby with the merchandise. Return shipping is the responsibility of the buyer. No call or email to RPP Hobby is required. Upon receiving and approving the return, a refund minus a 20% restocking fee or store credit will be issued. Refunds will be issued using the original payment method. ***The 20% restocking fee is non-negotiable for refunds. As stated above; Electronics, Apparel and Special Order Items are not eligible for return.*** Store Credit is not subject to the 20% restocking fee. Discount codes and free shipping will be adjusted accordingly, on any return, if the order total after return is below the minimum for that promotion or discount code. All returns are subject to RPP Hobby approval. Returns with incomplete or missing documentation will be denied. Denied returns will be returned at the buyer's expense.

Packing Guidelines

Items must be returned in a fashion similar to how they were received (packing box or padded envelope). Do not place a shipping label directly on the product box or header card. Doing so will affect the condition of the returned item.

Ship returns to:

RPP Hobby

Attn: Returns

130 Christy Lane

Ukiah, CA 95482

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Name: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Phone #: (____) _____

Order #: _____ rpphobby.com / eBay / Amazon **(Circle where purchased)**

I have read and agree to the terms and policies of RPP Hobby Return Worksheet

Signature: _____ Date: _____

I would like to return items for: Refund / Store Credit **(Circle one)**

Item(s) being returned:

Part Number	Qty	Reason for Return

Approved refunds will be credited using the original payment method.

Once the items are received by RPP Hobby,

Please allow up to three (3) business days for processing.

Ship returns to:

RPP Hobby

Attn: Returns

130 Christy Lane

Ukiah, CA 95482

Office Use Only:

Return Approved By: _____ (Initials) Date: _____

Return to Stock: Y / N Refund: Y / N Restock Fee: Y / N Store Credit: Y / N

ATV: _____ (Initials) Date: _____ QB: _____ (Initials) Date: _____