

RPP Hobby Return Worksheet

P: (707) 462-4152

F: (707) 463-1380

ourservicerocks@rpphobby.com

RPP Hobby may accept returns on new, unopened merchandise. RPP Hobby will not accept returns on electronics, apparel or special order items. Approved Returns are subject to a 20% restocking fee. Defects and Warranty issues are handled direct through the item's manufacturer and are not handled through RPP Hobby.

Instructions

- 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 the damaged item(s) please save all packing materials and containers as in most 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 phone. Your RPP Hobby representative will advise you how to proceed.
- 2. Items missing or incorrect items received.** RPP Hobby's shipping department does their best to ensure that orders are filled as accurately as possible. Even so, mistakes can occur. Rest assured that we will take care of any oversights as seamlessly as possible. For incorrect items received contact us via email or phone and we will send you a pre-paid label so you can return the incorrect item to us. As soon as we receive the item(s) back we'll ship your correct item out at no additional cost to you. For missing items contact us via email or phone and we'll get your item(s) out to you as soon as possible.
- 3. Unwanted or mistakenly ordered items.** If you would like to simply return an unopened, new item you no longer need or want you may do so by filling out the return form attached to this worksheet. No call or email to RPP Hobby is needed. Upon receiving and approving your return we will issue a refund minus a 20% restocking fee. Refunds will be issued using the original payment method. ***The 20% restocking fee is non-negotiable. As stated above- Electronics, opened items and apparel are not eligible for return.*** At this time RPP Hobby does not offer store credit or product exchanges. All returns are subject to RPP Hobby receiving dept. approval. Returns with incomplete or missing documentation will be denied. Denied returns will be returned at the purchaser's expense.

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Item(s) being returned:

Part Number	Qty.	Please give details

Approved returns will be credited using the original payment method. Once your items are received at our warehouse, Please allow up to 5 business days for processing.

Ship returns to:

**RPP Hobby
Attn: Receiving
130 Christy Lane
Ukiah, CA 95482**