



Service Centre Repair Request Form

**PLEASE FILL-IN ONLINE
&
PRINT IF POSSIBLE**

Please ship repair orders to:
53 Ellemsea Circuit,
Lonsdale SA 5160

Fax: +618-8186-3052
service@omp.com.au

Important Note:

All Repairs must include this form and the Repair Packing List

All items should be packed to assure no damage is incurred during shipping. Please insure packages and avoid ship methods or carriers that do not provide tracking. O'Reilly Model Products is not responsible for damage incurred during the shipping process or for packages shipped to, but not received by O'Reilly Model Products. Some items such as model engines and LiPo batteries require special care in shipping. Please see the manufacturer's instructions before shipping.

Your Information:

Name: _____

Address: _____

City: _____ State: _____ Post Code: _____

Daytime Phone: _____ Evening Phone: _____

Email: _____@_____

Shipping Information (IF DIFFERENT TO ABOVE):

Name: _____

Address: _____

City: _____ State: _____ Post Code: _____

ORIGINAL INVOICE NUMBER (required): _____

Return Ship Method (Preferred): Express Economy

Payment Method: (If payment method is not included your repair may be delayed due to contact and processing time.)

Mastercard VISA AMEX OTHER _____

Card Number: _____ Exp. Date (MM/YY): ____/____/____

Authorized Signature**: _____

**Signature required. Please print form and sign for credit card purchases.

Service Repair Packing List & Agreement

For warranty consideration each item must be accompanied by a dated proof of purchase. Warranties apply only to original purchaser and are not transferable.

Items for Repair

Product Code/Description : _____ (e.g.- PKZ4400 T-28 Trojan RTF)

Date of Purchase : _____ Purchased From: _____

Items returned for service : _____

(e.g. – All items from PKZ4400 including Transmitter, etc)

Description of problems and/or work requested :

Previously Repaired Items

Items for Repair

Product Code/Description : _____ (e.g.- PKZ4400 T-28 Trojan RTF)

Date of Purchase : _____ Purchased From: _____

Items returned for service : _____

(e.g. – All items from PKZ4400 including Transmitter, etc)

Description of problems and/or work requested :

Previously Repaired Items

Terms and Conditions

- All merchandise is the responsibility of the shipper until it arrives to O'Reilly Model Products. Therefore, O'Reilly Model Products is not responsible for items lost or damaged in transit to O'Reilly Model Products.
- Warranty only applies as described by the product manufacturer and on products accompanied by a dated proof of purchase.
- Warranty repair or replacement decisions are at the sole discretion of O'Reilly Model Products.
- Collateral damage is NOT covered by manufacturer warranty.
- All non-warranty inspections and repairs are charged at a minimum of 1hour of labour, and labour is charged at \$35 per hour (subject to change without notice).
- All charges for repair parts, labour, shipping and other fees are your responsibility. Non-payment can result in confiscation of equipment.

I understand and agree with the above terms and conditions.

Name: _____

Signature: _____

Date: _____

NOTE: Inspections and repairs will not be performed without your signature agreeing to the terms and conditions outlined.

We recommend contacting your favourite local hobby shop in Australia to purchase parts at the best possible pricing and service. We support our dealers and sell parts and other items only at full recommended retail price when conducting service activities.

***** WARNING *****

Please remember to unplug ALL batteries and completely empty fuel tanks (when applicable)