

## RCGF Warranty

### RCGF Warranty Policy

For warranty and non-warranty repair of your product, please first talk to the retailer where you purchased the product as they will be your quickest and best source of information and assistance. If they are unable to assist you, or refer you to us to handle the particular problem you are having, then please read the following:

1 RCGF will only provide warranty service to products bought from our authorized distributors or RCGF dealers.

2 When you get the RCGF engine, please confirm if it is with the all sets spare parts (Ignition, Muffler, Carburetor etc.) before you leave the sale count or sign on the express receipt, RCGF and our distributors or dealers will not be responsible for the absence for the spare parts after you leave the sale count or sign on the express receipt.

3 If the purchased product appears to have a fault, please do not try to take it apart, as this will void the factory warranty. So please talk with the distributors or dealers where you purchase or get back to us.

4 RCGF warrants RCGF products to be free from defects at the date of purchase. These conditional limited warranty does not cover any wear components or parts damaged by misuse or modification or abuse.

5 For all RCGF engines, those will not be applied to any conditional limited warranty and without grace period; RCGF will be only responsible for the original defective ones upon shipping to your location. Any RCGF engines will be exchanged assuming your claim reaches us during a 5-working days period after you received the original product. An invoice may be requested from you for any exchange claim from your distributors and dealers or RCGF.

6 The claims period shall be within 5 working days after you received your product. A shipping slip and photo picture may be requested to the process.

7 All RCGF engines carry a 1-year conditional limited warranty. All returns require a Serial No. and original warranty card, which shall be obtained during your purchase by RCGF.

8 Serial No: Returns will not be accepted without a Serial No. or original warranty card and will be returned to the sender at his account.

9 If it is determined that the product has been repaired or reworked by unauthorized persons or persons other than RCGF factory authorized the conditional limited warranty will be void without exception.

10 All defective items must be processed through the manufacture or the distributor of the product. All returning items must be in unopened condition. They must have original packing material, manuals and accessories. (RCGF reserves the right to make any change or to modify this warranty without notice in advance.)

Service Request: (You can download the Service Request Form from the FAQ section of <http://www.zjrcgf.com>) 1 Do you buy our products from our authorized distributors or dealers? <http://www.zjrcgf.com/en/service.asp> 2 If so, please contact the distributor or dealers. They are supported by us to provide you the perfect after-sales service. If you want service from us, please pay attention to the warranty procedure.

<http://www.zjrcgf.com/en/service.asp>(1) Any service request by clients, please contact RCGF via the Service Request Form (SRF) before any product shipping back.

<http://www.zjrcgf.com/en/service.asp>(2) Upon approval from RCGF (we will send back your SRF with a Serial No.), please send the specified product back with the SRF, original warranty card and the copy of purchasing receipt which will not be over 1 year warranty period.

<http://www.zjrcgf.com/en/service.asp>(3) Upon received the above things from clients, RCGF department will check the copy of receipt first. If the return package returned without original warranty card or out of warranty, the request will be put as a pending status and clients will be informed so. An exception for the warranty card requirement will be accepted only under the prior written permission by RCGF.

<http://www.zjrcgf.com/en/service.asp>(4) If the original warranty card is OK, RCGF will test the returned products. If the products need service because of the defects in material and workmanship or missing parts, RCGF technical department will take appropriate action either to make an exchange or repair the specified products then send back products to clients. (In this situation, we are liable to the cost of shipment to RCGF and back to clients.) 3, If not, sorry to tell you that we do not provide warranty repair on products purchased from distributors or sellers without authorization by us. You have to pay for the service if you want repair of the products from us or our distributors. We suggest you to contact local distributors of us. If you want service from us, please pay attention to the non-warranty procedure.

(1) Any service request by clients, please contact RCGF via the Service Request Form (SRF) before any product shipping back.

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- (2) Upon approval from RCGF (we will send back your SRF with a Serial No.), please send the specified product back with the SRF.
- (3) Upon received the original packages from clients, RCGF technical department will test the returned products.
- (4) If clients accept and prepay the charge, RCGF technical department will take appropriate action either to make an exchange or repair the specified products then send back products to clients.
- (5) All clients are liable to the cost of shipment to RCGF and back to clients.