

Warranty

All Maisto R/C products have a 30 days limited warranty in function and performance. You may receive a new replacement product if the defective product is returned to Maisto freight prepaid and confirmed a factory defective. Maisto's 30 days warranty is limited to factory defects in material and workmanship only. The warranty does not cover unauthorized modification, accidents, abusive use, and consequential damages per our judgment. The warranty is limited to original purchaser with dated proof of purchase only. If you have problem with our product, e-mail or call customer service first, RA # may be issued if problem cannot be resolved over the phone or email. Return for repair or replacement must be shipped prepaid/postage prepaid and insured, include dated proof of purchase, RA# and brief description of problem. If product is returned without a dated proof of purchase, it will be excluded from the coverage of this warranty. Allow 3 to 5 weeks for delivery of repaired or replacement per Maisto's discretion. Delivery is limited in U.S.A. or Canada only. Warranty is only valid for purchases in U.S.A and Canada only. Check the FAQ section before you return the product to Maisto.

FAQ (Frequently Asked Questions)

1) Why does my R/C Vehicle not start?

Make sure that the car and transmitter are set to the same channel (A, B or C).
Make sure the transmitter and the vehicle are turned on.
Check to make sure the batteries are not drained.
Make sure the batteries are installed per polarity indicators.
Make sure all 4 wheels are not obstructed by any foreign objects.

2) Why does my R/C Vehicle make unusual noises?

Check to make sure the batteries are not drained.
Check to make sure all 4 wheels are not obstructed by any foreign objects.

3) What if I'm still having a problem?

Check the FAQ and make sure all attempts have been made to make the unit work. Check your purchase receipt date and make sure it's within the 30 days warranty period at the time you intend to send it back. Contact Maisto (see below), and tell us the model that you have, the problem(s) you are having, your daytime phone number, and any other information that might be helpful to us to correct the problem. If Maisto cannot solve your problem by mail, email or telephone, we will issue a return authorization number so you can return the unit to us for repair or replacement. No returns will be accepted without a return authorization (RA) number issued by Maisto clearly marked on the outside of the package. Pack the unit back in its original box or another box with sufficient protective material, include a copy of your dated store receipt and a description of the problem then send it freight prepaid to the address which we will provide once you receive your RA number.

4) Please refer to FAQ section in our website for more information.

Website: www.maisto.com
Email: customerservice@MayCheongGroup.com
Phone: (909) 357-7988
8:30 a.m. - 5:00 p.m. / Monday-Friday / Pacific Time

Maisto International, Inc., Fontana, CA 92336, U.S.A.



www.maisto.com

MADE IN CHINA

Eng (115)

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.