

Terms & Conditions

1. Your statutory rights are not affected by our terms and conditions.
2. By purchasing from Hobbies Warehouse you are entering into a legally binding contract and the following terms and conditions apply:
3. All orders accepted are subject to these terms of trade and conditions of sale. No conditions stipulated in a buyer order, letter or communication shall vary or cancel these terms of trade unless we agree to the variances in writing and it is signed.
4. As the products we offer are of a specialist hobby nature, to operate them successfully the user needs to either have some experience or be prepared to familiarise themselves with the necessary background information before using them, please ensure that you read our terms and conditions prior to placing your order.
5. If you have any questions about our products, if you need assistance, or if you have a query regarding your order please do not hesitate to contact us.

Hobbies Warehouse
No 338, L-1, Jalan Raja Laut,
Chow Kit, Other,
50350 Kuala Lumpur.

E-mail: [**support@hobbiesware.com**](mailto:support@hobbiesware.com)

Telephone: **+601110524989**

7. Delivery Times

We aim to dispatch all orders as quickly as possible and are usually sent by carrier for the service chosen on the order, but should be with you within 4 days at the latest. If items are out of stock dispatch may be slightly delayed, so please allow up to 28 days.

8. Post and Packaging

Post and packaging charges are automatically calculated, based on order weight and delivery location, at the checkout. Orders are sent using a courier service, dependant on weight. Please contact us for delivery costs outside the Malaysia.

9. Receipt of goods

9.1. We advise you to inspect all items immediately upon arrival. Please do not accept packages that show signs of damage in transit without thoroughly checking the contents first, goods damaged in transit are subject to a claim on the carrier;

please do not accept them as the carrier may be asking you to sign for them in good condition. Inform us immediately if you have refused an item and we will arrange a replacement.

9.2. We advise you that if a courier delivers a parcel to you and you do not physically check the contents for damage you should sign for the goods as unchecked. This makes making a claim easier if you later find damage to your delivery as without this disclaimer you are signing for them in good condition.

9.3. The items we sell are hobby products and may require some final assembly and adjustment before use please inspect the model prior to use and report any damage or problems within 3 days of receipt.

10. 14 Day Money Back Guarantee

10.1 You have 14 days (after the day you receive your goods) to cancel your order with us. This is to give you time to inspect the goods to ensure they are what you wanted and are in good order before you accept and use them.

10.3. If you decide to cancel your order and return the item you will receive a full refund **excluding standard delivery charges**. You need to return the item at your cost, returned items must be in the condition you received them complete, unused, and correctly packed using all retaining straps and other devices for securing the item, the retail packaging must **be complete and undamaged**. The cancellation needs to contact us thru SMS or WhatsApp (an e-mail will be accepted). Please note this is not the returns address, we have different returns addresses depending on the product, once we receive your cancel notification, we will send you the appropriate return documentation which includes the return address for your product.

11. Missing/Delayed Deliveries

11.1. Courier:

If you do not receive delivery by the expected delivery date please get in touch immediately so the courier can be contacted as failed deliveries have to be reported within 7 days of us sending the goods.

11.2 In the unfortunate event your goods go missing then as soon as you inform us the courier will be contacted, once the courier confirms the goods are missing and it has been reported within the correct time frame a claim will be raised and the goods will then be resent to you.

11.3 If goods are disputed as delivered, this is where the courier says they have delivered and have a signature from the address for receipt of them but you are stating you have not had them then the courier will not raise a claim until they are satisfied the goods have not been delivered after an investigation has been carried out. Part of this investigation is to interview the delivery driver, unfortunately in

this very rare situation the goods cannot be resent **until the courier raises a claim.**

12. Age Recommendations

12.1. Radio Controlled modelling is a great hobby that can be enjoyed by all ages however please remember that the remote-control models we sell are hobby products not toys, many are high performance machines and we advise adult supervision for children under the age of 14 years old.

12.2. It is the responsibility of the user to ensure the safety of people and property around them when using a radio control mode, Mini Moto, Quad bike or Scooter and when used in a public place adult supervision should be provided.

12.3. Nitro models require some manual dexterity and physical strength to start which some younger users may require assistance with.

13. Pre-Testing

13.1 All items should be checked by the user prior to every use ensuring that everything is tightened and adjusted as it should be and batteries are secure. Moreover, for fuel powered items it is essential to check for any fuel leaks each time the item is filled with fuel and do not use any item that shows any sign of a fuel leak. Where appropriate the user should perform a full radio check including a range check before switching a model on or starting an engine. If the item suffers a bump you should check that nothing has been knocked out of adjustment.

13.2 If you have a problem with your radio equipment or if there is any damage to the aerials do not attempt to use the model until the problem has been resolved, please contact us for advice.

15. Returns Policy

15.1. If you suspect a fault with your goods please call us on **+60194771889** or e-mail us at **support@hobbiesware.com** for support as many problems can be resolved this way and we are happy to help.

15.2. If on receipt you find a fault with your item or it has been damaged in transit the first and quickest option to correct this fault will be to send you replacement parts for you to fit.

15.3 If the product or parts are not covered by the warranty or the warranty has expired, at your request we will provide a quote for repair or replacement including the cost of returning the product or parts back to you.

15.4 Returned items must be complete and correctly packed in their original undamaged retail packing using any retaining straps or other securing devices originally supplied. We do not accept responsibility for damage to poorly or incorrectly repacked items.

15.5 We reserve the right to dispose of unclaimed returned items 14 days after notifying the customer of the cost of the repair or return charge.

15.6 In the case of returning spare parts that have been ordered in error, a 20% restocking fee will apply. Spare parts will only be accepted for refund provided they are complete, unused and in their original undamaged retail packaging. Please therefore take care when opening spares in case you need to return them.

15.7 We cannot be responsible for goods that fail to reach us. It is your duty to keep the return costs reasonable, please contact us for advice on the most suitable carrier.

15.8 Once the returned item has been inspected and is found to be eligible for refund (this can take up to 30 working days at busy times) our aim to get your money refunded back to you as quickly as possible.

16. Complaints & Online Dispute Resolution Platform or Alternative

We do our very best to ensure you're satisfied with your purchase and that you should have no reason to complain but if there's something you're not happy with, we would ask you to contact us straight away. In the first instance please contact us using our e-mail address which is **support@hobbiesware.com** and we will do our very best to resolve the issue.