



# POLK'S MODEL CRAFT HOBBIES

## ARISTO-CRAFT TRAINS

### CREST HOBBY ELECTRONICS



#### WARRANTEE AND REPAIR POLICIES

1. Warrantee covers manufacturer's defects only. All other damage is non-warranty. Non-warranty damage includes but not limited to normal wear and tear, abuse, improper use, shipping damage, and non Aristo-Craft modifications and installations. All non-warranty repairs are not covered by the Aristo-Craft Warranty and are not considered in warranty.
2. Only send item that needs to be repaired when the item is a component of a larger product. (An entire train set should not to be sent if only the locomotive or power supply needs to be repaired.) Aristo-Craft may request only a part from or component of a product be sent for repair. (Motor block or PC board rather than entire locomotive)
3. In warrantee repairs for locomotives and Train Engineers are \$20.00.
4. Non-warranty repair charges are \$20.00 per hour, plus the cost of parts used and shipping.
5. With all repairs that are not to be considered in warrantee the owner will be notified in advance for permission to proceed unless specific permission accompanies the product when sent in.
6. Aristo-Craft reserves the right to replace an in warranty product sent for repair if the damage is more than the cost of replacement item at wholesale cost. The customer may not get back the same product sent for warranty repair unless the customer made special written instruction requesting the product not be replaced.
7. Aristo-Craft will replace an in warranty product sent for repair only if the product is deemed by Aristo-Craft as un-repairable. Aristo-Craft will not replace a product that is not a warranty repair.
8. Replacement parts are undecorated and may not match paint or colors of product sent for repair.
9. Repairs normally take 21 days, not including time necessary for shipping. Aristo-Craft will notify the customer if parts are not available and/or if the repair will be delayed.
10. The customer will receive a notice of receipt when the product sent for repair reaches Aristo-Craft. The product can take up to 8 days in shipping (more for foreign) to reach Aristo-Craft and a similar amount of time in return shipping.
11. All installations, repairs, or retrofits of parts will only be done with 100% Aristo-Craft product. Other manufacturer's parts or products will not be used in installations, repairs or retrofits of parts.
12. Installations of sound or Train Engineer On-Board Radio Control are done at \$20.00 per hour with a 2-hour minimum plus the cost of any parts needed and shipping.
13. If a repair was not made satisfactorily there will be no charge for the second repair. Aristo-Craft will arrange on request for UPS pick-up (call tag) at no expense to the customer.
14. If a brand new item does not work correctly within the first week of purchase than any in warranty repair (shipping) charges is waived. Aristo-Craft will arrange on request for UPS pick-up (call tag) at no expense to the customer.
15. All other repairs must have the shipping paid for by the owner of the product.
16. Please save your purchase receipt and include a copy with the item to be repaired.
17. Shipping includes the shipping charges, packing, handling and insurance.

Send all repairs to:  
Aristo-Craft Trains  
Attention Repairs Department  
698 South 21st Street  
Irvington, NJ 07111