

WARRANTY REQUEST FORM

Please submit completed form to begin process for warranty review
Via:

E-mail:
warranty@aerotech-rocketry.com

Fax:
1-435-865-7120

Mail:
AeroTech Consumer Aerospace Division
RCS Rocket Motor Components, Inc.
2113 W. 850 N. Street
Cedar City, UT 84721

Name _____

Ship To Address _____

City _____ State _____ Zip Code _____

Phone number _____

Company Name _____

Product Type _____

Date Purchased _____

Where Purchased _____

Lot# _____

Date Stamp (rocket kits) _____

Damaged Part _____

Other (describe) _____

Missing Part (PLEASE CONTACT AEROTECH DIRECTLY)
At customerservice@aerotech-rocketry.com

Nature of failure:

All requests must include:

- Proof of purchase (receipt, invoice). Attach to form, e-mail or fax.
- Driver's license number and State issued for all G Single Use Motors and All RMS Products.
- Any photos that substantiate claims (Attach to form, e-mail or fax).

_____ (Drivers license number) _____ (State)

I, _____, hereby affirm that the information submitted on this warranty request form is true and accurate to the best of my knowledge and have read and agree to the AeroTech Consumer Aerospace Product Warranty Policies.

NOTE: If you purchased your AeroTech product from one of the following Certified Dealers, please contact them directly for warranty assistance:

- What's up Hobbies
- Giant Leap
- Performance Hobbies
- Pyrotek/Red Arrow Hobbies
- Hangar 11

AeroTech Consumer Aerospace Product Warranty Policies

FAQ:

Which products are covered by warranty?

AeroTech/RCS will replace or repair any of its products that are proven to have failed to perform properly as a direct result of manufacturer defect. See the warranty policies below.

What is the term of the warranty?

Items in question must be returned to the AeroTech facility for examination within one year of date of purchase. In no case will AeroTech warranty a product more than five (5) years after the date of manufacture.

Is proof of purchase required?

Proof of purchase will be required as well as a letter explaining the nature of the failure.

What if my warranty item contains propellant or a delay charge?

If the failure includes any remaining propellant or delay charge, please email warranty@aerotech-rocketry.com for instructions for mailing. Please allow up to three (3) business days to receive a response.

What else must I include with my warranty claim?

Customer name, address, and phone number must accompany all correspondence.
AeroTech Consumer Aerospace Product Warranty Policies

Please Read This Notice: After opening this package, reading this warranty and using an AeroTech/RCS product, you acknowledge that you have read, understood and agreed to the terms and conditions contained herein. If you do not agree to the terms and conditions of this warranty, please return the unused product in the original packaging to your dealer or RCS for an exchange or credit.

General: No warranty, either expressed or implied is made regarding AeroTech/RCS products, except for replacement or repair, at RCS's option. Only those products which are proven to be defective in manufacture within 90 days or one year (applicable as described below), from the date of original purchase qualify. In no case will AeroTech warranty a product more than five (5) years after the date of manufacture. Incidental or consequential damages are not covered. For repair or replacement under this warranty, please send a copy of your paid invoice or other proof of purchase, the product involved, and a brief letter describing your experience with the reported failure. If your inquiry is regarding missing parts,

please contact RCS directly. Freight or other fees incurred to send items to RCS are non-refundable. Note: Your state may provide additional rights not covered by this warranty.

Single-Use Motors (model rocket and high power): Covered 1 year from date of purchase - Case rupture, failure of delay charge to ignite or to remain lit (i.e., partially remaining delay element), failure of ejection charge to function (must have intact ejection cap or no exterior charring of forward bulkhead), nozzle or bulkhead ejection, case or bulkhead burn-through. Not covered: Failure to ignite, any failure of recovery system deployment (provided ejection charge functions), any incidental or consequential failure or damage related to use in a cluster or in staged applications.

RMS™ Hardware (18-98mm): Covered 1 year from date of purchase; motor casing must bear silk-screened AeroTech artwork or serialization plate - Ejection of forward or aft closure, casing bulge(s)/blistering, case rupture. Not covered: Forward or aft closure gas leakage (o-ring leakage) and resulting damage, degradation of casing artwork or anodization dye, hardware used with non-recommended reload kit, any incidental or consequential failure or damage related to use in a cluster or staged applications or otherwise modified in any way. NOTE: Hardware manufactured by an AeroTech/RCS RMS™ hardware licensee (such as Dr. Rocket/Reloadable Systems or Rouse-Tech) is not covered by the AeroTech/RCS warranty. Contact the appropriate manufacturer for warranty assistance.

RMS™ Reload Kits (18-98mm): Covered 1 year from date of purchase - Failure of delay to ignite or to remain lit (i.e., partially remaining unburned delay element), ejection of nozzle insert, missing or defective parts. Not covered: Failure to ignite, any failure of recovery system deployment not the result of delay element extinguishment, reload kits not used in accordance with instructions or modified in any way, any reload kit assembled more than twelve hours before flight, any incidental or consequential failure or damage related to use in a cluster or in staged applications.

Rocket Kits (all): Covered 1 year from date of purchase - All defective and/or missing components, damage to rocket resulting from AeroTech motor rupture or failure of AeroTech single-use motor ejection charge to function (must have intact ejection cap or no charring of motor bulkhead). Not covered: Damage to rocket resulting from improper assembly, damage resulting from use of a non-recommended motor and delay as specified in the AeroTech Motor Matrix™, any AeroTech kit modified in structure, or landing damage.

Ground Support Equipment: Covered 90 days from date of purchase - All aspects of material and workmanship for the Mantis Launch Pad and Interlock Launch Controller. Not covered: Damage to launcher when used with high-power rockets, damage to blast deflector from motor exhaust when rockets are flown without use of supplied rocket support tube.

Components: Covered 90 days from date of purchase - All material and workmanship defects found in motor mount/Fin-Lok™ kits, molded fins, body tubes and couplers, bulkhead assemblies, nose cones, recovery systems, motor adapters and decal/scale details if returned in as-purchased condition.

Limitation of Liability: As we cannot control the storage and use of our products, once sold we cannot assume any responsibility for product storage, transportation or usage. RCS shall not be held responsible for any personal injury or property damage resulting from the handling, storage or use of our product. The buyer assumes all risks and liabilities therefrom and accepts and uses AeroTech/RCS products on these conditions. No warranty either expressed or implied is made regarding AeroTech/RCS products, except for replacement or repair, at RCS's option, of those products that are proven to be defective in manufacture within one year from the date of original purchase. Incidental or consequential damages are not covered. For repair or replacement under this warranty, please contact RCS. Proof of purchase will be required. Note: Your state may provide additional rights not covered by this warranty.

Special Notice Concerning the Use of non-AeroTech Reload Kits in AeroTech and AeroTech-Licensed Hardware: AeroTech/RCS (AeroTech) has determined that it has become necessary to clarify its policy with respect to the use any non-AeroTech reload kits that are intended and certified for use in AeroTech Reloadable Motor System (RMS™) hardware, or RMS hardware manufactured and sold by our licensed hardware partners such as Rouse-Tech.

Customers and dealers are hereby notified that AeroTech will not warranty any RMS hardware that has been loaded and fired with non-AeroTech manufactured reload kits, and also will not warranty any AeroTech reload kits that are used in AeroTech or AeroTech-licensed hardware that have been previously loaded and fired with other brand reloads. AeroTech's existing warranty policy will continue with all its other products.

Further, AeroTech shall not be held responsible for personal injury or property damage as a result of the use of other brand reloads in AeroTech or AeroTech-licensed hardware.