



## **Model Kits - Part Replacement Policy**

**We recommend that the buyer inspect the kit to make sure it is complete shortly after purchase, before beginning any assembly. Most retailers will not exchange or offer a refund for a kit that has been partially assembled.**

Round 2 makes every effort to ensure our kits are complete and of excellent quality. On occasion, in spite of strict quality control, errors do occur. We apologize for any inconvenience created.

We want to make sure that our customers have a complete kit, and will make every effort to fulfill reasonable requests in a timely manner. We will only replace the parts required to complete your kit. If your kit is missing several parts, or shows severed damage, we may ask that you send the kit to us at your expense. If it is determined that the damage to the kit is Round 2's fault, we will replace the kit with an identical complete kit (or similar kit) at our expense. Round 2 reserves the right to modify or reject any replacement request, at our sole discretion.

### **DEFECTIVE OR MISSING PARTS / DECALS**

Please return kit to dealer you purchase it from for exchange or refund. Be sure to have your receipt - most retailers will not exchange without proof of purchase. Return policies vary by retailer.

Should the dealer be unable or unwilling to exchange, (or should it be inconvenient to return to place of purchase) you may request parts replacement through Round 2 Models. Please fill out the replacement request form on the following page and be sure to include the following:

- Copy of instruction sheet with missing part clearly circled
- Original sales receipt and/or original UPC and date code cut from box (copies will NOT be accepted)
- Contact information, including shipping address, phone number and email address

**Note that we cannot support AMT, MPC, Hawk, Lindberg and most Polar Lights kits manufactured prior to the fall of 2008.** We do not maintain back-stock of kits that have been out of production or were manufactured by the prior companies, either RC2 or Playing Mantis/Polar Lights.

Round 2 will make every effort to satisfy the customer's need as quickly as possible; however, please note that on occasion, kits are out of stock or on backorder and we may not be able to fulfill a request.

# ROUND 2 MODELS

## REPLACEMENT REQUEST FORM

NAME: \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_  
 CITY/STATE/ZIP: \_\_\_\_\_  
 PHONE: \_\_\_\_\_  
 E-MAIL ADDRESS: \_\_\_\_\_

**TYPE OF REQUEST**     PART     DECAL     INSTRUCTIONS

If you do not have a receipt or are unwilling to cut the UPC code from the box, you may still request parts; however, there is an applicable shipping and handling charge based on the following:

### Model Kit Parts

- 1.) Small part of parts (up to 5 parts; example, headlight insert): \$5.95
- 2.) Medium part or parts (up to 3 parts; example, engine block half) \$9.95
- 3.) Large part or parts (up to 2 parts: example, 1:350 Enterprise nacelle half) \$15.95
- 4.) Extra Large Part (single part; example, 1:350 Enterprise Saucer) \$19.95

### Decal Sheet

- 1.) Small decal sheet (typical for vehicles or small Star Trek snap kits) \$5.95
- 2.) Medium decal sheet (example: AMT Enterprise 18" kit decal) \$9.95
- 3.) Large decal sheet (example: 1:350 Enterprise single aztecing decal sheet) \$14.95

### Instruction Sheet

- 1.) Hard copy of Instruction Sheet. \$5.95

### KIT DETAILS

Kit Number	Kit Description	Part Number	Part Description	Quantity	Cost

**MONEY ORDER OR CHECK MADE OUT TO ROUND 2 LLC, FOR THE APPROPRIATE AMOUNT**

### MAIL REQUEST TO:

Round 2 Models  
 Customer Service - Parts  
 4073 Meghan Beeler Court  
 South Bend, IN 46628

