



DYMOND MODELSPORT USA POLICIES

GENERAL INFORMATION:

Business Hours:

M-F: 10am-6pm
Sat: Closed Web Orders Only
Sun: Closed Web Orders Only
Closed all Major Holidays

Our phone number: 704-635-8808

Mailing Address:

Dymond USA, LLC
Attn: Billing
1736F Dickerson Blvd, Ste 323
Monroe, NC 28110

Website: www.dymondusa.com

HOW TO ORDER:

We accept: Visa, Mastercard, American Express, & Discover. We will gladly accept money orders and personal checks (phone orders only). Personal checks may slightly delay your order as we may have to wait for payments to clear before shipping. There will be a \$25.00 charge for all returned checks. We will accept PayPal with an added 3.9% fee (phone & mail orders only). For phone orders call 704-635-8808 or order online on our 100% secure website: www.dymondusa.com. You may also order by mail: Dymond USA, LLC 1736F Dickerson Blvd, Ste 323 Monroe, NC 28110. We are a warehouse store only. At this time, we do not have a walk in store.

PRIVACY POLICY:

We respect and are committed to protecting your privacy. We may collect personally identifiable information when you visit our site. We also automatically receive and record information on our server logs from your browser including your IP address, cookie information and the page(s) you visited. We will not sell your personally identifiable information to anyone.





SECURITY POLICY

Your payment and personal information is always safe. Our Secure Sockets Layer (SSL) software is the industry standard and among the best software available today for secure commerce transactions. It encrypts all of your personal information, including credit card number, name, and address, so that it cannot be read over the internet.

PRICING AND PRODUCT DESCRIPTION:

Specifications, availability and prices are subject to change without notice. Models may vary slightly from the photos shown. Special pricing may be for a limited time and depends on availability. Dymond USA maintains no responsibility for inadvertent errors. In the event of a typographical error on our site or in our publications, Dymond USA reserves the right to cancel or refuse orders at its sole discretion. Please contact us within 30 days regarding price or promotion discrepancies.

BACKORDERS:

We backorder out-of-stock merchandise whenever possible unless you specify that you do not want an item backordered. We only charge shipping once per order and will not charge you twice for orders containing backorders. We ship out merchandise as soon as it arrives in our warehouse. You will receive your backordered items within 2-3 days of the arrival to our warehouse with the exception of lipo batteries. Lipo batteries may take 2-8 days for delivery upon arrival to our warehouse. Dymond USA is unable to add items to a backorder. Backorders shipped to an international address will incur special shipping charges with each shipment.

TECHNICAL ASSISTANCE & QUESTIONS:

This is the added value we offer you with our products. Should you have any questions or need assistance with any of our products, our experienced staff will be happy to assist you 10am to 5pm EST 704-635-8808. We welcome inquiries about our recommendations from glow to electric conversions or trouble shooting. Prepare your inquiries precisely to save time. When calling for technical assistance or questions, if our experts are assisting other customers, your call will be returned in order received. All calls will be returned before 6pm the day you call.





SHIPPING IN THE USA:

Dymond USA ships worldwide (See International Shipping for more information). We guarantee fast shipping on most in stock items. We ship mostly by priority mail; therefore, you will have your products in your hand within 2-5 business days. Express and overnight shipping is available for an extra charge. Please call to inquire and receive a quote. We do NOT charge for handling and only charge for the actual shipping cost.

When ordering products before 1pm EST, the products will be shipped the same day. When placing orders after 1pm EST, the products will be shipped out the next business day.

INTERNATIONAL SHIPPING:

Our international shipping charges are based on the size and weight of the package(s). The minimum international shipping charge is \$35.00 without insurance and shipped at your own risk. Insurance is strongly recommended on all international orders. Dymond USA is not responsible for lost or damaged products if insurance is not purchased. If you wish to have tracking and insurance your order will be sent Express mail. Please email us for a quote at sales@dymondusa.com. Be sure to send us your complete shipping address including any apartment, suite, flat or neighborhood that is mandatory to ship your products. Incomplete addresses will delay the shipment of your products. Dymond USA is not responsible if returned or lost shipments occur due to an insufficient addresses.

Under no circumstances will we falsify invoices or shipping labels. The customer is responsible for any applicable taxes, duties or custom fess. Inquiries regarding possible fees should be directed to your local authorities. Refused packages will affect your return credit. Please do not request that we falsify invoices or suppress tariff codes or country of origin information. While we do ship to most international destinations, we are unable to serve some countries at this time due to the US law or credit card security reasons.

Lipo batteries cannot be shipped internationally due to USPS laws. We apologize for this inconvenience.

When ordering products before 1pm EST, the products will be shipped the same day. When placing orders after 1pm EST, the products will be shipped out the next business day.





RETURNS:

Dymond USA carefully inspects each product before it is shipped. If merchandise is defective or damaged upon receipt, please contact us immediately after your package arrives for a return authorization return number. All claims MUST be made within 3 days upon receipt if claiming a defective or damaged item due to shipping. We will accept returns of unused merchandise within 15 days from the date of purchase. You must contact us for a returned merchandise authorization number. This number must be included with your returned package. Items must be in new condition with all original packaging and manuals. Batteries are exempt from being returned. All items returned are subject to a 15% restocking fee. We cannot reimburse for shipping costs. We do not accept returns via COD or any other collection method. COD packages will be refused. Packages billed to Dymond USA without authorization will result in actual shipping charges billed back to sender unless prior arrangements were made.

WARRANTY:

All products have a 90 day warranty to the original owner. Abused, misused or otherwise damaged products are not covered under the warranty policy. Products must be returned with all connectors, and accessories on or we will have to charge for the missing parts. Items covered under warranty will be replaced or repaired at Dymond USA's sole discretion. Please call us for a merchandise return authorization number (RMA) before you ship. This number must be included with your return shipment. Shipping cost to us is not covered under warranty, also other damages resulting out of the shipping of any items cannot be covered under warranty. We cannot control how the items were installed and used. The liability of the manufacturer cannot exceed the original cost of the purchased item.

REPAIRS:

Please decide whether an item is repairable. Motors with destroyed windings or burnt speed controllers and messed up electronic components can usually not be repaired. Leave all connectors on, so it is easier for us to check. We will quote you repair costs before we repair your item.





LIMITS OF RESPONSIBILITY:

We accept no responsibility for crash damage and/or loss of kits, engines, accessories, etc. incurred during the operation of a radio-controlled model. In most cases it is very difficult or impossible to determine whether crash damage was actually due to radio equipment failure or to operator error. Also, we cannot be held responsible for any purchased components that are incorporated into radio systems or problems caused by incompatibility between radio components, parts and repairs not completed by our service center, etc.

It is impossible to guarantee product compatibility for product recommendations. We provide information and suggestions to the best of our abilities based on the information available to us at this time. We are unable to guarantee successful outcomes, but will do our best to make every outcome successful.

We are not responsible for incidental damages caused by defective products.

All of the products we sell are intended for retail consumption by our customers and are not intended for resale. We reserve the right not to sell commercial quantities or to resellers. The Dymond USA satisfaction guarantee is not transferable. Any consequences arising out of the resale of merchandise purchased from Dymond USA is the responsibility of the reseller, not Dymond USA. Dymond USA may revoke the ordering privileges of customers who purchase commercial quantities of our products.

We reserve the right to limit quantities and discounts.

