



(913) 390-6939

Business Hours:

Monday - Friday

9AM - 5PM CST

SERVICE REQUEST FORM

Please fill out this form and ship with your product to:

CASTLE CREATIONS, INC.

Attention: Repair Department

235 South Kansas Avenue

Olathe, Kansas 66061

NOTE: Please be sure to use adequate postage. Packages shipped with incorrect postage will be refused.

CUSTOMER INFORMATION (please fill out electronically or print)

Name:

Address:

City:

State:

Zip:

Country:

Phone:

E-mail:

Non-U.S. customers, please make sure to enter your country.

Model Name(s) or Part #

Quantity

PRODUCT/PROBLEM

Speed Control

Crashed (repair or replace)

Let smoke out (burned)

Won't Link

Other (explain below)

Castle Link or CC BEC (please call before sending in for repair)

Physically broken or damaged

Missing wires or plug

Other (explain below)

ADDITIONAL INFORMATION

Motors

Crashed (repair or replace)

Overheated (over 200° F)

Broken or bent shaft

Other (explain below)

Receivers

Crashed (repair or replace)

Red LED won't go out

Glitches

One or more channels not working

Other (explain below)

ADDITIONAL EQUIPMENT USED (Please be as specific as possible including brand, "C" rating, cell count, capacity, etc.)

Radio:

Battery:

Gear Ratio:

Motor:

Cells:

Prop Size:

PURCHASE INFORMATION

Purchase date (mm/dd/yy):

Where purchased:

NOTE: Be sure to provide a copy of your receipt for all warranty repairs. If one is not provided, warranty coverage is left to the discretion of the technician.

Signature _____ Date: _____