



Sunset Models Inc. 16 Beta Court San Ramon CA 94583
925-820-7701, Fax (925)-820-7709

A Division of Sunset Models Inc.

Email: sdmann@3rdrail.com, www.3rdrail.com

WARRANTY POLICY NOTICE

BEFORE RETURNING YOUR MODEL EMAIL SDMANN@3RDRAIL.COM
OR CALL 1-925-820-7701 FOR AUTHORIZATION

- 3rd Rail and Sunset Models Inc. models comes with a 3 month, original owner repair warranty for parts, labor and shipping costs and a 1 year warranty for parts needed to repair your model. Second owners can obtain repair through Sunset Models Inc. The customer must agree to pay the estimate for parts, labor and shipping before the repair work can begin. If no agreement is reached the model must be returned at the expense of the customer. Sunset Models is not responsible for return shipping costs in a cancelled repair. Email sdmann@3rdrail.com or Call 1-925-820-7701 for assistance.
- RETURN FOR REFUND POLICY: Models can be returned for refund within 30 days of receipt for any reason. Shipping & Handling fees are not refundable after models have been shipped. Return Shipping and associated costs are the responsibility of the customer. There is a 3% charge for credit card purchases withheld from the refund amount. The model order can only be refunded if bought directly from Sunset Models. If bought through a dealer you must arrange your return and refund through your dealer. Return policies of dealers may vary, so consult your dealer. Sunset Models is not responsible for return for refund problems with dealer orders.
- To receive a refund of the model price, minus appropriate fees stated above, the model must be in the same condition as received at Sunset Models Inc. Models must be packed in the original shipping containers in the same manner it was received by the customers. Smoke unit residue voids this return policy. Shipping costs are not paid for by Sunset Models on returned items and are the responsibility of the Buyer returning their merchandise.
- Engine and tender must be wrapped in tissue paper then foam wrap to protect painted surfaces. Engine must be strapped to wooden board using 2" wide plastic packing tape (no duck tape, or masking tape). Tape must go completely around engine and board in 3 places (front, middle, rear). Engine should not be able slide back and forth on the board. Engine box must be placed in larger shipping box with padding on all sides.
- Package must be insured for full amount before return shipping to Sunset Models Inc. Any damage or loss will be deducted from the refund amount to the customer.

All of us at 3rd Rail want to make you satisfied with the quality of our product. To do this we need your cooperation when returning or exchanging items. For fastest service, use email.

**IF THESE INSTRUCTIONS ARE NOT FOLLOWED,
THE CUSTOMER IS LIABLE FOR SHIPPING DAMAGE**

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