

Assessment & Repair Fees

Faulty Item brought in

PAYS ASSESSMENT FEE

Customer pays \$5 Assessment Fee upfront (no refund) and leaves contact number.

REPAIR FEE \$X

2-4 working days later, Customer informed of Repair Fee \$X + problem

NO

Customer do not wish to proceed with repair.

YES

Customer wish to proceed with repair.

REPAIR

ROTOR HOBBY repairs item.

**CASE
CLOSED**

COLLECT + PAY

Customer pays and collects item repaired.