



PRODUCT RECALL: HobbyZone 12V 500mAh AC Power Supply Adapters (HBZ4747) Sold In Canada



June 4, 2013

Product: HobbyZone 12V 500mAh AC Power Supply Adapter (HBZ4747)

Defect Issue: This product recall addresses the HobbyZone 12V 500mAh AC Power Supply Adapter. This product has not been evaluated for any Canadian Standards and does not bear any recognized certification mark. Horizon Hobby is recalling this product from the Canadian marketplace.

What To Do: Return the product to Horizon Hobby by following the process detailed under Corrective Action below. Consumers following the process will receive a check in the amount of \$9.99 USD approximately 14–21 days after the product is returned. Retailers returning this product will receive a credit for the dealer NET.

Corrective Action

1.
 - o Please complete the electronic Return Request form [by clicking here \[Document attached below main article\]](#) or pasting this link (http://www.dynamiterc.com/ProdInfo/Files/HBZ4747_Return_Request_Form.pdf) into your browser.
 - o Upon receipt of the completed form, a prepaid shipping label will be sent to you via email. If no email address is provided on the Return Request form, the shipping label will be mailed to you. Return your product, along with a printed copy of the completed Return Request form. Upon receipt of the product, Horizon Hobby will issue a check in the amount of \$9.99 USD. Please allow 14–21 days for processing and delivery.

We apologize for this inconvenience. Horizon disclaims all liability and warranties for any consumer failing to act upon this product recall.

Horizon Hobby	Contact Information	Address
Horizon Service Center (Repairs and Repair Requests)	https://www.horizonhobby.com/content/_service-center_render-service-center	4105 Fieldstone Rd Champaign, Illinois, 61822 USA
Horizon Product Support (Product Technical Assistance)	http://www.quickbase.com/db/bghj7ey8c?a=GenNewRecord	
	877-504-0233	
Sales	sales@horizonhobby.com 888-959-2306	



HobbyZone 12V 500mAh AC Power Supply Adapter (HBZ4747) Canadian Recall Return Request Form

Consumer Shipping Address:

Name: _____

Street: _____

City: _____

Province: _____

Postal Code: _____

Phone Number: _____

E-mail (Optional): _____

Quantity: _____

Notes: _____

Instructions:

Complete this form and send it to Horizon Hobby using the "Submit by Email" button, or fax it to 800-661-2026. If you have any issues filling out and submitting the return request form, please call Horizon Hobby Product Support at 877-504-0233. Upon receipt of the completed form, Horizon Hobby will provide a prepaid shipping label to you via email. Please use the label to return the product, along with a copy of this form to the address on the shipping label. Once we receive notice that your product has been returned, Horizon Hobby will issue a check in the amount of \$5.99 USD. Please allow 14-21 days for processing and delivery.

Please note that this recall is only for chargers purchased in Canada.

Submit by E-mail