Traxxas Warranty Service

How do I get Traxxas warranty service?

All warranty claims should be handled directly through Traxxas and not your hobby dealer. If you suspect you have a warranty claim, contact Traxxas toll free at 1-888-TRAXXAS (1-888-872-9927). Many times we are able to immediately solve problems over the phone. Traxxas Corporation assumes responsibility for their products and will repair or replace any defective product at their sole discretion.

Our toll-free customer service line provides direct access to our highly experienced factory trained representatives. In most cases, warranty items are sent out the same day the request is received. In the event that factory service is required, our technicians are usually able to make repairs within a 3-5 working day time frame after we receive the product.

In addition to these warranties, Traxxas offers an extended service plan for electronic components after the 30-day warranty has expired. This plan states that Traxxas will repair electronic components at any time throughout the life of the part for a flat rate plus $5.00 for shipping and handling. The electronic components covered under this service plan include certain Traxxas transmitters, receivers, servos, motors, and speed controls. The repair rate varies with the model of the electronic component. Click here to look up the rate for your ESC model and more information on Traxxas' extended service programs.

Traxxas also offers a **Lifetime Engine Replacement Plan** for nitro-powered models as part of our **Power-Up Program**. This plan allows you, at any time throughout the lifetime of your TRX Pro.15, TRX 2.5, or TRX 3.3 engine, to exchange it for a brand-new engine at 50% of the suggested retail price of the new TRX engine. In addition to using this program to replace your engine with a new, identical engine, you can also use the **Power-Up Program** to upgrade from the TRX Pro .15 to the TRX 2.5, or from the TRX 2.5 to the TRX 3.3. For more information on any of the Traxxas warranties or any of our other service plans, contact our customer service department.

To take advantage of any of the services we offer, or if you believe you have a warranty issue to solve, simply send in the item(s) in question to the **Traxxas mailing address** with attention to customer service. **Be sure to include a copy of your receipt, a note describing the reasons you are sending the item(s) in to our repair lab, a daytime phone number, and a return shipping address.**

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.