

Instructions for Returning Defective Product for Repair or Exchange

1. Contact Digital Imports to obtain a Return Authorisation Number. Items returned with out authorisation will be sent back untouched and may incur freight charges.
2. In order for Technical Services to promptly service your request complete the Warranty Repair form with product information, your company / name, the address that returned product should be shipped to, telephone number, purchase information, and a brief description of the fault or issue you are experiencing with the product. **One form must accompany every item returned.**
3. Address the returned product to:

Digital Imports Limited – Repairs
Unit 4, 37 Foremans Road
Islington
Christchurch 8042

Phone: 03 344 5419

Email: admin@digitalimports.co.nz

4. We recommend that you ship the product using a Courier Service that can provide you with tracking information. Digital Imports is not responsible for product that is not delivered to the above address.

Customer Information

Company Name: _____ Branch: _____

Contact Name: _____ Phone Number: _____
(and Extension if applicable)

Cell Number: _____ Fax Number: _____

Email Address: _____ Date: ____ / ____ / ____

Return Address: _____

Product Information

Model /Make: _____ Serial Number: _____

Place of Purchase: _____

(If not Purchased from Digital Imports)

Description of fault: _____

Special Request: _____

Warranty Repair: YES / NO Quote Required: YES / NO Quote Method: Phone / Email

Return Authorisation Number*: _____
(Please contact Digital Imports for this number)

PO Number: _____ Reference Number: _____

Returned With: Remote IR Extension AV Leads Manuals Power Supply

NOTE: The Standard Warranty is valid for one year from the date of purchase (from Digital Imports) unless other wise stated on the Product / Invoice or a prior arrangement with Digital Imports Management. Products returned for repair may incur charges for Materials, Labour and Freight if the Product is out of Warranty or it is deemed that the fault is a direct result of Customer Tampering, Environmental Causes (I.E. a Power Surge), improper Installation, Operation, or Handling. Commercial use of domestic product is not covered by warranty.