

Goods Return / Repair Policy 2013

Warranties

When an item is returned for repair, please can you ensure that a Repair>Returns Request Form is completed (copies enclosed with this letter) and is returned with the item/unit. The item will be issued a unique job number which will be traceable within our system. It will then be assessed by our Service Department. If the repair is covered under Warranty the item will be repaired and arrangements can then be made for collection/despatch. (Please ensure that the correct delivery details are in the Return Address box of the Repair>Returns Request Form).

Outside the warranty period/Repairs

If the unit is out of warranty and is being returned for Repair or some components to be replaced are not covered under Warranty, an order number is required. There will initially be an inspection charge to cover the costs of us looking at the equipment. This charge will be waived if you go ahead with the repair or purchase new equipment in its place. Javac will contact the customer with details and costs of repair. Once confirmation is received from you, along with a covering Order Number the relevant repair work will be completed.

Could you please ensure that all items are returned in their original cases, along with the correct power supply cables, hoses etc. to assist us with identifying the problem.

By returning goods to Javac you agree to the above Goods Return Policy. If you have any queries, please do not hesitate to contact us on the above telephone number.

Administration Department.



Javac Returns/Repair Request Form

UK Office
Unit 6, Drake Court
Britannia Park
Middlesbrough TS2 1RS
United Kingdom
P: +44 (0) 1642 232880
F: +44 (0) 1642 232870

Head Office
54 Rushdale Street
Knoxfield
VIC 3180, Australia
P: +61 (3) 9763 7633
F: +61 (3) 9763 2756

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|-----------------------------------|--|
| <u>Customer Address</u> | |
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| | |
| <u>Contact Name</u> | |
| <u>Tel Number</u> | |
| <u>Fax Number</u> | |
| <u>Email Address</u> | |
| | |
| <u>Product Description</u> | |
| <u>Serial Number</u> | |
| <u>Reason for Return</u> | |
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| | |
| | |
| <u>Your Ref No</u> | |
| <u>Return Address</u> | |
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|----------------------|--------------------|
| <u>Signed</u> | <u>Date</u> |
| <u>Name</u> | |

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| <u>Javac Office Use Only – Job Number</u> | |
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