



Phone 0800 707027

email enquiries@techpos.co.nz

Web : www.techpos.co.nz

Customer Warranty Request Form

Date sent to TechPOS:

RMA #

Warranty Repair? Yes No

Date of Purchase:

Invoice #

If repair is not covered under warranty: Return Repair - Order #
 Quote

Company Name:

Address:

Contact:
Phone:
Fax:
DDI / Mobile:

Make / Model:
Fault:

Return Address:

Method of return: Collect Courier
Data backup required? Yes No

No warranty repairs will be carried out without a valid RMA number.

TechPOS RMA Procedure

1. Customer obtains RMA form from our website www.techpos.co.nz/forms.html or requests RMA form via fax by **calling 0800 722 648**
2. Customer must complete all fields applicable on RMA form and fax to (09) 262-2557, Erin from TechPOS opens a job in Ayanova.
3. Erin from TechPOS checks item is under warranty, less than 12 months old against invoice number and date supplied by customer.
4. If item is not under Warranty then customer is informed that the \$50.00 inspection charge applies, and an order needs to be emailed through or confirmation email.
5. No service member starts repair or fault finding on non warranty units until the inspection charge has been accepted in writing.
6. Our service team checks fault details and customer is sent RMA number (Our Ayanova job number), by Erin, Peter or Prabhat and is advised if fault is likely to be covered under warranty.
7. Customer writes Ayanova job number onto RMA form and sends goods back for repair with RMA form to:

**ATTN: RMA REPAIRS
TECHPOS DISTRIBUTION LTD
Unit A1/710 Great South Road
Manukau
AUCKLAND**

8. Erin updates Ayanova job to show goods received what company is charged and whether it is warranty or quote for repair. Technician updates Ayanova to show status i.e. waiting on parts.