Warranty and Repairs

Your item will be covered under warranty as long as it is a warrantable fault and is within the warranty period.

- Payment of the evaluation fee is to be paid before your item is evaluated. If the item is within the warranty time period and the fault is covered under warranty the evaluation fee will be refunded and the item shipped back at our cost.

- If the fault is not covered under warranty a quote will be issued for the repair and return freight.

- The evaluation will be completed within 2 business days of receiving it at Touchscreen Melbourne.

- Please find below the steps for returning the item for evaluation.

Please send faulty item back to:

Touchscreens Melbourne
Att: Warranties and Repairs
Unit 26 / 8 Enterprise Drive,
Rowville, VIC 3178

Please fill out and send back the attached RMA form with the details as follows and return it via email, your RMA number is: . Please include a copy of this form inside the box.

- Company
- Date
- Contact Name
- Phone Number
- Email
- Return Address
- Brief Description of Problem
- RMA Number

The unit should be packed in suitable packaging for transport with the RMA number clearly visible on the outside of the box.

By sending the unit to Touchscreens Melbourne for evaluation you agree to these conditions:

1. A proof of purchase must be included for all warranty claims
2. The issue of an RMA does not constitute acknowledgement of a warranty claim.
3. Warranty can only be determined after an item has been evaluated.
4. Items can be sold to recover costs if not collected after 90 days from issue of RMA.
5. In case of a PC it is the responsibility of the sender / operator to make sure there is a backup of data. Touchscreens Melbourne will not be held responsible for loss of data.
6. All accessories should be included for checking such as power supply cables if any doubt of their conditions.
7. Please make sure that the item is packed securely as any courier damage will be the responsibility of the sender.

I, the below signed, understand and accept the terms outlaid above.

Name:

Date:

Signature:

Returns Request Form

Please fill in all blank fields (to avoid delays) and email this form to info@touchscreensmelbourne.com.au
Please also **print a copy of the completed form and include with returned items**.

In most cases Technical Support try to resolve issues over the phone before issuing an RMA number. If a return is required we will then supply you with a returns authorisation (RMA) number. When you receive your RMA number, please record it below. We will advise the return delivery address which varies by product and problem. Please do not send any goods back without a copy of this form and a valid RMA number to avoid delays.

Company: Date:

Contact Name: Tel:

E-mail: RMA#

Purchase Date	Invoice No.	Item Code	Serial Number	Operating System Used

Fault / Problem / Reason for Return:

Return Delivery Address:

Company:

Address:

Contact Name: Tel:

TSM Staff use only				
Date received:		Date tested:		
Fault Found:				
What unit was returned:	Same or, Replacement model & S/N:			
Date unit returned:		Con Note:		
Other Notes:				

Touchscreens Melbourne Pty Ltd, Telephone: 1300 523 718
email: info@touchscreensmelbourne.com.au