

## WARRANTY & RETURNS

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### Warranty and Returns

Maxon Australia Technical facilities will solely administer warranty repairs and/or replacement of its product within its technical workshop.

Maxon Australia warrants its product against defects in material and workmanship under normal use and service for a period of twelve (12) months from invoice date. Maxon Australia's obligation hereunder shall be to repair or replace its product covered in the above warranty.

**The warranty does not cover accessory or spare part items.**

**Please Note:** Maxon Australia will not accept any returned warranty or non warranty repair product without it being accompanied by a valid WRR (Warranty Returns Report) form and Case Reference Number.

A WRR form can be downloaded from Maxon Australia's website [www.maxon.com.au](http://www.maxon.com.au)

### Case Reference Number (CRN)

A Case Reference Number may be obtained from our Technical Service Support Centre on 02 8707-3000 on business days between the hours of 8.30 AM and 4.30 PM (EST) Monday to Friday, excluding Public Holidays. A Case Reference Number indicates that you have received authority to return goods to Maxon Australia for warranty repair. Goods that are sent to Maxon Australia without a Case Reference Number will not be accepted for warranty repair.

The Case Reference Number is issued for tracking purposes.

### Returning goods to Maxon Australia

Clearly mark the Case Reference Number on the outside of the package when sending the unit to Maxon Australia. There is no need to return CD's or manuals and you should only return any cables or power supply, if Requested, by Maxon Australia's Technical Support. The cost of transporting product safely to and from Maxon Australia's nominated premises is the customer's responsibility. Registered post or reputable courier services are the recommended shipping methods when sending items to Maxon Australia. Please note that Maxon Australia does not accept responsibility for lost or stolen items in transit to the company.

Ensure the package is clearly marked on the outside with your Case Reference Number and send it to:

Attn: Service Centre  
Maxon Australia  
36A Gibson Avenue  
Padstow NSW 2211

### ***How do I check on the status of the returned product?***

The standard turn-around time for product repairs is five (5) business days from receipt of the product. Please do not contact Maxon Australia for the status prior to five working days. If you wish to contact Maxon Australia after five working days please call the Maxon Australia Technical Support Centre and quote your Case Reference Number.

### ***Warranty Goods:***

Goods will be deemed to fit one of the following categories, please follow the procedures listed below for each individual category

- Dead on Arrival
- Early Life Failure - within 30 days of purchase
- 12 month's Limited Warranty

**NOTE:** A copy of the original invoice must be supplied to Maxon Australia to satisfy warranty claims.

### ***Dead on Arrival:***

If Customer receives a DOA Maxon product, the following procedure must be adhered to:

1. Please check with Maxon Australia Technical Support Centre on 02 8707 3000 to discuss the problems that you are experiencing. If the unit is deemed to be faulty a Case Reference Number will be provided and then proceed to step 2.
2. A WRR form must be filled out with the Case Reference Number clearly marked.
3. Return the faulty unit to Maxon Australia together with a copy of the WRR form

Satisfactory completion of the above will result in a replacement unit being dispatched the same day as the faulty unit is received.

### ***Early Life Failure – 30 Days:***

To qualify for this service, the unit must have failed within 30 days of invoice. The following procedure, for Early Life Failure - warranty replacement, must be adhered to:

1. Please check with Maxon Australia Technical Support Centre on 02 8707 3000 to discuss the problems that you are experiencing. If the unit is deemed to be faulty a Case Reference Number will be provided and then proceed to step 2.
2. A WRR form must be filled out with the Case Reference Number clearly marked.
3. Return the faulty unit to Maxon Australia address together with a copy of the WRR form

Satisfactory completion of the above will result in a repair or replacement unit being dispatched within 48 hours of receiving the faulty unit.

### ***12 months Limited warranty:***

Maxon Australia will repair or replace a unit that is deemed to be within the warranty period of 12 months from the date of invoice. Please feel free to ring our Customer Service Centre on 02 8707-3000 if you have any concerns relating to the performance or operation of the purchased unit.

If the product fails, due to manufacturing defect, within twelve months of purchase, the following procedure must be adhered to:

1. Please check with Maxon Australia Technical Support Centre on 02 8707 3000 to discuss the problems that you are experiencing. If the unit is deemed to be faulty a Case Reference Number will be provided and then proceed to step 2.
2. A WRR form must be filled out with the Case Reference Number clearly marked.
3. Return the faulty unit to Maxon Australia together with a copy of the WRR form

Maxon Australia | 36a Gibson Ave Padstow NSW 2211

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E support@maxon.com.au | P 02 8707 3000 | F 02 8707 3001

Satisfactory completion of the above will result in the faulty unit being repaired, or replaced, and dispatched within 5 working days of receiving the faulty unit.

**Warranty is void under the following conditions:**

- Out of warranty period
- Caused by external damage
- No adequate fault report
- Serial No. and/or IMEI is altered, defaced or removed
- Result from normal wear and tear.
- Improper or unauthorized alterations
- No Invoice or Proof of Purchase provided

**In cases where the item has failed in service and is found to be out of warranty on return to Maxon, a repair charge will apply.**

**Warranty repair cost**

Products that have been returned to the Maxon Australia Technical Support Centre and are found to be fault-free may attract a service fee of \$60.00 ex GST.

Goods within the warranty period that are found to have a fault, excluding faults which void warranty, are repaired or replaced by Maxon Australia.

Products that are not covered by a current product warranty, or returned to the Maxon Australia Service Centre without prior diagnosis by Maxon Australia Technical Support and found to be fault-free will be charged an assessment fee plus return freight. Refer to schedule of charges below

Repair Rates (all prices ex GST)	
Warranty Repairs	FREE
Assessment Fee	\$60.00
Labour charge	\$100.00 per hour, or part thereof (Min. Charge \$50.00) plus Parts
Urgent repair surcharge	\$50.00
Return Freight	\$10.00 (Minimum)

**Refunds**

Refunds cannot be processed by Maxon Australia if the item was purchased from a reseller, retailer or other point of purchase. You must return to the point of purchase to request a refund subject to that seller’s policies.

# WARRANTY RETURNS REPORT

CRN:	Date:
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(Goods that are sent to Maxon Australia without a Case Reference Number will not be accepted for warranty repair. Products that are returned to the Maxon Australia Service Centre and are found to be fault-free may attract a service fee of \$60.00)

## Details of Product being returned

Model / Type	
IMEI	
Serial Number	
Date Purchased	
Invoice Number	

## Customer Details

Company Name		Return Delivery Address	
Contact Person			
Email		Suburb	
Phone		State	
Fax		Postcode	

This form accompanies goods being returned to Maxon Australia for the following reasons;

Reason for Return\*:(Please Circle)

**NOTE: DO NOT SEND SIM CARD WITH MODEM FOR WARRANTY OR REPAIR**

DOA / Early Life Failure / 12 months Limited Warranty / Out of Warranty Repair / Credit Required / Repair Quotation Required

<b>Details of Fault / Reason for Return</b>

OFFICE USE ONLY				
<b>Condition of Item(s) returned:</b>				
NEW	GOOD	AVERAGE	POOR	DAMAGED
Chargeable	Yes / No			
<b>For out of Warranty Repair Charge:</b>				
Date:	Repair Charge			
Accepted and Authorised				

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