



Phone 0800 722 648

email: enquiries@ansutek.co.nz

www.ansutek.co.nz

Customer Warranty Request Form

Date sent to Ansutek: _____ / _____ / _____

RMA # _____

Warranty Repair? Yes
No

Date of Purchase: _____ / _____ / _____

Invoice # _____

If repair is not covered under warranty: Return
Quote

Repair - Order # _____

Company Name: _____

Address: _____

Contact: _____ Phone: _____

Fax: _____ DDI / Mobile: _____

Make / Model: _____

Fault: _____

Return Address: _____

Method of return: Collect Courier

Data backup required? Yes No

* Please Note: No warranty repairs will be carried out without a valid RMA number.

Ansutek RMA Procedure

1. Customer obtains RMA form from our website www.ansutek.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, Admin at Ansutek opens a job in Ayanova.
3. Admin at Ansutek 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 Admin, 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
ANSUTEK COMMERCIAL LTD
Unit A1/710 Great South Road
Manukau
AUCKLAND**

8. Admin 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.