

Warranty Claim Form



Warranty Department
Serco PTY LTD
108-114 Steel Street
Capalaba QLD 4157
Ph. (07) 3362 6600
Fax: (07) 3362 6610
Email: warranty@serco.com.au

Complete this form and include it with the product/s you are returning for a claim. **You must attach a copy of the purchase invoice with this form.** No claims will be accepted without all paperwork.

Purchase Details

Account No:	Account Name:	Date:
Contact Name:	Contact Phone No. ()	
Purchase Invoice No:	Date Purchased:	

Product Details

Brand:	Part No:	Fault:
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Details of Fault:

Return Details If details are the same as Purchase details write "as above"

Account Name: _____

Address: _____

Contact Name: _____

Phone No: _____

OFFICE USE ONLY

Credit Action:	Accepted <input type="checkbox"/>	Rejected <input type="checkbox"/>	Reason:
Action Taken:	Credited <input type="checkbox"/>	Repaired <input type="checkbox"/>	Replaced <input type="checkbox"/>

Details of Action:

Name of Technician:

Signature:

Date:



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SERCO WARRANTY POLICY

June 2012

On initial response from an end user regarding a problem with a product supplied by Serco, the product/s instructions should firstly be consulted, and steps should be made to ensure these instructions have been followed correctly.

The next step would be to follow any troubleshooting procedures supplied with the product. If the problem continues the Serco Warranty Department should be contacted on (07) 3362 6600 to determine if the problem could be resolved.

If no solution can be found, the product/s should then be returned to Serco for testing.

If any product sold by Serco is suspected of having any manufacturing or component defect, it must be returned for assessment, freight prepaid, to the following address:

Warranty Department
Serco PTY LTD
108-114 Steel Street
Capalaba QLD 4157

The goods must be accompanied by the following:

- A Serco Warranty Claim Form (obtained via our website or by contacting the Warranty Department)
- A copy of the Purchase Invoice (preferred) or invoice number.

The testing of suspect products is offered by Serco as a service to our customers who are unable to conduct their own fault finding and also to assist in any genuine warranty claims.

Should the product sent back for testing be found **not** to be defective from **manufacturing or component defect, all return freight charges will be the responsibility of the customer** and unless specifically requested will be charged to that customers account on return of the tested product/s

All products distributed by Serco are covered by the manufacturers warranty conditions. For further information, please refer to the warranty section in the products instructions/catalogue or contact Serco for a copy of the warranty conditions for the relevant product/s.