

Repair Information

Please refer to your Warranty Card for full information in regards to Warranty on STRONG Products.

To return you STRONG product for repairs under warranty, please use the Repair Form and Address Label supplied.

- Please ensure all details on Repair Form are fully and completely filled in, STRONG is not responsible if fault description is not correct.
- Please read the terms and conditions and sign your consent, repairs cannot be completed until this form as been signed by customer.
- Please attach a copy of your purchase receipt as proof of warranty, any repairs received without proof of purchase may incur repair charges.
- Please package goods carefully for shipping, and send to STRONG Australia; STRONG Recommends using Australia Post, Registered Mail. Please retain a copy of your receipt & Request a Parcel Post Tracking ID. Please send Standard Return Rate. Insurance or Express Post are not covered.
- If the product is found to have no fault, the costs incurred in delivering product to and from STRONG Australia will be incurred by the customer.

STRONG Australia Pty Ltd
60 Wedgewood Rd
Hallam, VIC. 3803
Ph: 03 8795 7990
Email: tech@strong.com.au

Warranty Information

This product comes with a 12 month manufacturer's warranty from the date of purchase. This unit has a 30 day replacement warranty for manufacturing faults. Within this period please return the faulty product with all its supplied accessories to either the place of purchase or STRONG Australia accompanied by the original purchase receipt. After this 30 day period the unit must be returned to STRONG Australia for testing, and if deemed faulty, will be repaired or replaced at the discretion of STRONG Australia Pty Ltd.

The faulty product can either be sent to STRONG Australia directly or via your place of purchase for evaluation. STRONG Australia will cover any costs incurred in returning the faulty product for evaluation, (standard postage costs only, does not cover Insurance or Express Post); should the product be deemed as genuinely faulty. If the product is found to have no fault, the costs incurred in delivering product to and from STRONG Australia will be incurred by the customer.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.



STRONG Australia PTY LTD.
60 WEDGEWOOD ROAD, HALLAM, VICTORIA 3803
PH: +61 3 8795 7990 FAX: +61 3 8795 7991



60 Wedgewood Road, Hallam, VIC. 3803
 Ph: 03 8795 7990, Fax: 03 8795 7991
 Tech Support: 1800 8200 30
 tech@strong.com.au

Product Repair Form

Date: ___/___/___

Company Name: _____ (Store Use Only)

or

End User Name: _____

Telephone: (____) _____ Date of Purchase: ___/___/___ Supplied

Address: _____

Email Address: (For repair status updates) _____

Is this where unit is to be returned: Yes / No

Alternate Address: _____

Items included with return:

Receiver Remote Cable Packaging Other _____

Model: _____ Serial No:(Under Barcode) _____

Fault Description: _____

Conditions:

I hereby authorise STRONG Australia to Service and or Repair/Upgrade where necessary my product in accordance with any given quote. I also understand that:

1. Repairs may take 2 - 4 weeks depending on part availability
2. STRONG Australia is not responsible if my fault description is incorrect
3. An Original receipt MUST be produced before Warranty work can commence
4. Declined quotes will incur a fee ranging from \$40.00
5. Uncollected goods left at STRONG Australia will be disposed of after 3 months
6. Warranty does not cover consumer damage and will incur a \$55.00 charge, this also includes Power Surges and water damage
7. I understand that during the process or repair, some or all of my stored data may be lost. I have taken steps to back up all data

Print Name: _____ Signed: _____ Date: ___/___/___

STRONG use only:	Workshop	Date Received: ___/___/___
<input type="checkbox"/> Software		
<input type="checkbox"/> Hardware		
Parts Replaced:		
Date of Repair: ___/___/___	Invoice: <input type="checkbox"/> Yes <input type="checkbox"/> No	Amount: \$ _____

Sent By: _____ Tracking Number: _____ Date: _____

Collected by: _____ Signed: Date/ ___/___/___

This form is a register of items returned to STRONG Australia PTY LTD It does not constitute a return authority or warranty claim. Goods returned with this form will be Inspected and action taken to either repair under warranty, repairs with charges, or replace at the discretion of STRONG Australia PTY LTD

Please note: Repairs cannot commence until signed copy of this form is received by STRONG, as per ACL.

Australia Post Parcel Tracking ID

**TO: STRONG Australia Repairs
60 Wedgewood Rd,
Hallam, VIC. 3803
Ph: 03 8795 7990**



From:

FRAGILE