

Warranty/RMA Return Process

In the unlikely event that you need to return your equipment to Punch Technology for service or repair, you need to make sure that it is suitably packaged (the original packaging is the best) and that the relevant paper work is included. This will help us carry out the necessary work without delay and return your equipment to you as soon as possible. *Please note that repairs to damaged goods are chargeable.*

IMPORTANT - BACK UP YOUR DATA

As part of our repair process, we will return your system to factory settings, removing all data. Be sure to back up your important data so that you do not lose it.

Please follow the steps below.

- 1) If you have the original packaging then please reuse it. Otherwise please use a suitable strong box and make sure that the equipment is well padded and away from the edges of the box to help reduce the risk of damage in transit.
- 2) Please include your external power supply and/or power cable.
- 3) Make sure the box is well sealed and attach the warranty/RMA returns address sheet clearly and securely on the side of the box.

Following these steps will help us to process your return as soon as possible.



Warranty/RMA Returns Form

Item Details:

Service ticket No:

Serial No:

Customer Details

Name:

Address:

Tel:

Email Address:

What's being returned? 1 item per line (cables, discs etc.)

1.
2.
3.
4.
5.

Fault Description:

REMINDER - HAVE YOU BACKED UP YOUR DATA?

As part of our repair process, we will return your system to factory settings, removing all data.

Be sure to back up your important data so that you do not lose it.

If you are not sure what to do, give us a call on **0330 0583037** and we'll be happy to help out.

Office Use Only:

Checked In By:

Date:

Punch Technology Ltd
Warranty Returns
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Bromborough
Wirral
CH62 3RH