



HIDTechnologies
ATTN: SERVICE
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Petrie
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Australia

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Web Site: www.hidtechnologies.com.au

Product Repair Request

Contact Person:		Date:	
Ship to Address:			
City:		Post Code:	
State:		Approximate date product was purchased:	
Email:			
Contact Phone:			
Product/Model:			

PRODUCT INFORMATION - Please describe problem/work to be done

HIDTechnologies Use Only Description of Repair Done:

No pre-authorization is necessary to return a product for repair. Please include a printed copy of this form with your item, and ship to the address listed in the upper right corner. HIDTechnologies strongly recommends that you use a shipping method that allows you to track your shipment. HIDTechnologies is responsible for your returned item once it has been received. If we are unable to repair the item, we will contact you. If you are an international customer, we will contact you regarding return shipping arrangements and associated charges **BEFORE WE REPAIR THE PART**. Products are repaired on a first come first serve basis. Turn around time for a particular repair is dependent upon circumstances such as product type, the nature of the problem, and current repair volumes. Average turn around time for most products/problems is three to five business days, excluding transportation time. HIDTechnologies guarantees its repair work for a duration of 90 days from the time the repaired product is returned to the customer. If the original problem described was not resolved, or reoccurs within the 90 day period, HIDTechnologies will re-repair the unit free of charge, including transportation.