

## A & E Electronics

### OLYMPUS PRODUCT SERVICE REPAIR FORM

**Return Delivery Details**

Name:

Company Name:

Address:

Suburb:

City:

Post Code:

Home/Work Phone:

Mobile:

Email Address:

Model No:

Serial No:

Date of Purchase:

ALL WARRANTY REPAIRS must include 'Proof of Purchase'  
i.e. copy of Sales Docket or Invoice

Place of Purchase:

**Camera Accessories Included with this return:**

- |  |  |                                    |  |
|--|--|------------------------------------|--|
| <input type="checkbox"/> Case                | <input type="checkbox"/> Strap             | <input type="checkbox"/> Cap       | <input type="checkbox"/> Cap Strap       |
| <input type="checkbox"/> USB Cable           | <input type="checkbox"/> Audio/Video Cable | <input type="checkbox"/> Batteries | <input type="checkbox"/> Battery Charger |
| <input type="checkbox"/> Other (please list) |  |                                    |  |

**Voice Accessories Included with this return:**

- |  |  |                                       |                                      |
|--|--|---------------------------------------|--------------------------------------|
| <input type="checkbox"/> USB Cable           | <input type="checkbox"/> Strap           | <input type="checkbox"/> Case         | <input type="checkbox"/> Memory Card |
| <input type="checkbox"/> Batteries           | <input type="checkbox"/> Battery Charger | <input type="checkbox"/> Foot Control | <input type="checkbox"/> Headset     |
| <input type="checkbox"/> Other (please list) |  |                                       |                                      |

Description of Fault:

Customer Signature:

Date:

*By signing this document I confirm that I have read and accept the Terms & Conditions as detailed on page 2 and that the information provided above is true and correct.*

**IMPORTANT NOTICE**

A & E Electronics will not be responsible for saving, keeping or maintaining any images or data saved on an Olympus product received for service or repair. During the service or repair process, some or all of your images or data stored may be lost. Please ensure that you have saved your images or data elsewhere prior to service or repair. This includes, without limitation, direct, indirect, incidental, consequential damages, loss of products or loss of use.

## **Standard Terms for Service and Repairs**

Please read these terms carefully to ensure that you are properly informed about important matters such as timing of repairs, your payment obligations and shipping of goods.

### 1. Timing of Repairs

A & E Electronics will use its best endeavours to perform the services within a timely and reasonable time frame or by any date notified to the Customer.

### 2. Payment

Subject to the Customers entitlement under the NZ Consumers Guarantee Act or the Olympus Optical Co Ltd Warranty, all Services (including the provision of spare parts and other materials) will be paid for by the Customer at the current Service repair rate, inclusive of 15% GST. Additional charges, including estimation rejection fees and freight costs may also be payable by the Customer.

All amounts payable by the Customer must be paid prior to delivery or on collection of the Goods. Account holders must settle their account in full within the terms of their account status.

### 4. Transportation of Goods

4.1 As the Olympus warranty is “return to base”, it is the Customers sole responsibility to arrange for the delivery of the Goods to the repair agency. It should be noted that we are not responsible for anything that may happen to the goods in transit. If damage does occur during transit you will be notified immediately on arrival. For this reason we strongly recommend that care is taken to ensure items are packaged appropriately to minimise possible transit damage.

4.2 Except where the Goods are to be collected by the Customer following completion of the services, A & E Electronics will arrange for the goods to be returned to the Customer at the customers cost.

### 5. Service Estimate for cost of Repairs

On request we will happily provide an estimate of costs to repair.

## **Return all repairs to:**

**A&E Electronics**

**Level 1, 184 Shaw Ave, New Brighton, Christchurch 8083**

**Phone: 03 372 1213 | Fax: 03 377 1727**

**Email: [service@aeelectronics.co.nz](mailto:service@aeelectronics.co.nz)**

## **Shipping Tips**

- ✓ Include the Olympus Repairs Form fully completed.
- ✓ Choose a carrier that offers “track and trace”
- ✓ Use a strengthened cardboard box and ample packing like bubble wrap, sponge or packing filler.
- ✓ If the repair is under Warranty please include a copy of your ‘**Proof of Purchase**’
- ✓ Put your return address on the outside of the packaging.
- ✓ Camera repairs - if required include any sample images related to the problem on a CD un-edited (EXIF data is highly recommended).