



Mittoni Pty Ltd
ABN 45 306 721 253

26 Bando Road
Springvale VIC 3171, Australia

Telephone (03) 9540 8989
Facsimile (03) 9546 5252
www.mittoni.com.au

Dear Customer,

Mittoni prides itself in sourcing high quality brands and products so that our customers can enjoy the technologies that they purchase trouble free. In the unfortunately circumstance that a failure does arise, we aim to provide you with excellent technical and warranty support.

In the event that faults do arise, many manufacturers provide warranty direct to end users. For example HP, Compaq, Toshiba all require the customer to contact them directly for the warranty to be addressed. In these cases the manufacturer goes through a technical support sequence to try to resolve the problem over the telephone or by email. If the problem cannot be resolved, then the manufacturer will ask you to return the product to them so that they can carry out the warranty process. We will advise you if the manufacturer requires the warranty process to be carried out in this manner.

Some products require the product to be returned to Mittoni, and in these cases we will handle the warranty return process for you with the manufacturer – the only inconvenience involved for you is cost of delivery to us and from us back to you (\$10). In the case of a warranty returned to Mittoni we require that you first request technical support via email support@mittoni.com.au. This way we may be able to help you with the way a product is setup, or with issues such as a firmware upgrade etc. Once our technical support has gone through steps to try to resolve the problem you are experiencing, we may ask you to return the product to us if the problem cannot be remedied over the telephone or by email.

If a product is to be returned to Mittoni following technical support, the attached "Return Material Authorisation Form" should be filled out and scanned/emailed or faxed to Mittoni. We shall allocate a RA number, which is your reference during the return process. This way you can call or email and enquire as to the progress of your warranty return using this RA number. In most cases the product is repaired or replaced very quickly, however in some circumstances we will need to send the product back to the manufacturer for repair or replacement according to their policy guidelines.

If you have any further questions about a warranty return or service request, please email our support team at support@mittoni.com.au.

Yours sincerely,

Mittoni Technical Support



Return Material Authorisation Form

Please ensure goods are returned within 7 days from issue of an RA number

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RA Number:

(provided by Mittoni)

Company Name:	Customer Name:	Date: / / 20	(Mittoni use)
Address:			
Telephone Number: ()	Facsimile Number: ()	Email Address:	

	Brand and Model Number	Serial Number	Invoice Number	Fault Description:
1				
	Has technical support been requested via support@mittoni.com.au? Y / N			
2				
	Has technical support been requested via support@mittoni.com.au? Y / N			
3				
	Has technical support been requested via support@mittoni.com.au? Y / N			

1. Product model and brand, serial number (where available), invoice number and clear fault description are required to process returns for warranty, service or repair.
2. Mittoni may charge an amount \$33.inc GST for each item returned for warranty service but eventually tested to not be faulty.
3. Unless requested otherwise, please return with all cables and accessories **once** an RA number has been issued.
4. Postage to and from us should be in a safe manner where goods will not be lost or damaged, at the responsibility of the customer.
5. Please allow 5 working days before making an inquiry regarding your RMA.

Signature:

_____ X

Thank you, please include this form with your return once an RA number has been issued to you and that the RA number is clearly written on the outside of the package so that it can be processed as fast as possible