

HUMAX

The following information is intended to inform the Reseller in regards to the Humax Warranty Procedure.

Warranty Procedure :

If experiencing technical difficulties with a Humax product, the Customer or Reseller must

First call Humax Direct on 1800 613 011

If Humax deems the product to be faulty, for products purchased up to 7 days old will have a CASE NUMBER issued. Then follow the procedure detailed under Option 1.

If the date of purchase is over 7 days then follow the procedure detailed under Option 2.

1. O.B.F (Out of Box Failure) - 7 Days

Humax products up to 7 days old, which are deemed faulty by Humax, may be returned back to the Reseller for Exchange.

All Resellers who purchase through Leader Computers must do the following when returning O.B.F Humax products:

All O.B.F products that need to be returned to Leader Computers must have a Humax Case Number first in order to be processed. This is obtained by the Customer or Reseller by calling Humax Direct on 1800 613 011.

To request a Leader Computers RA (Return Authority) Number, call Leader Computers Warranty Department on (08) 8112 6070 or Fax request on (08) 81126080 before sending the goods. Please supply contact name and phone number if faxing the request.

All O.B.F products must be sent back with a Proof of Purchase which is within the 7 day period.

All products must be returned complete as supplied. Refer to the products Instruction Guide or Packaging to determine what Accessories are supplied.

NOTE: Any product which is returned without an RA Number and is not returned Complete as Supplied will be Rejected. The goods will be returned at senders cost.

Leader Computers Returns Address:

Address is 165 - 187 Franklin Street Adelaide SA 5000

Call Startrack Express Ph 13 23 45 and quote account number# 10103620

Place an address label on the box sent, attentioned to LEADER COMPUTERS WARRANTY DEPARTMENT with the RA NUMBER clearly visible.

Please ensure that the goods are packaged correctly as damage incurred during transit is not covered by the warranty.

2. Faulty Goods Over 7 Days

Products over 7 days old are covered by the Manufacturer's Warranty. Warranty repairs or replacements are arranged directly with Humax.

NOTE: Faulty goods Over 7 Days do not go back to the Reseller. Customer must contact HUMAX Direct on 1800 613 011.