

A return system exists for NEHOC to manage machine returns, this ensures fast servicing and turn around of repairs for all customers.

- We do not accept returns without an existing RMA or delivery acceptance is refused.

Thermal-Copiers contain glass components and locking prior to transport. This returns process has been developed to best ensure components are secured and the return packaged to avoid transport damage that may incur both unwanted costs and delays in repairs.

Step 1 - Complete all sections of this form and return by e-mail to support@nehoc.com.au

Step 2 - After details entered, a RMA is generated for the return - an e-mail is then sent to you with the RMA# and return address.

Step 3 - Securely pack and return your machine, upon receipt it will be opened, inspected and we will act upon your instructions.

Machine inspection and detail report

Please complete all details below and circle all answers that apply (multiples allowed).

- Any section not completed or identified by yourself will be deemed as damaged, requiring service or replacement with costs.
- Return samples of your artwork for testing, the more details supplied the faster we can service your machine.

Owner/ Contact Details:

Company/ Studio Name: _____ Contact: _____

Address: _____ Suburb: _____ Post Code: _____

Phone: _____ E-mail: _____

Machine Inspection/ condition:

- | | |
|----------------------------------------------------------|---------------------------------------------------------------------|
| 1. Machine Serial Number: A 4 A U - _____ | 2. Feed Button: Working (glass & roller rotate)/ Not Working |
| 3. Glass Roller: Clean/ Markings/ Cracked/ Broken | 4. Rear Roller: Clean/ Minor Spirit Markings/ Not Rotating |
| 5. Heat Lamp: On/ On with poor quality/ No Light | 6. Labels & Seals: Intact/ Machine Opened |

Spirit Paper variation 'basic test' now mandatory prior to return

You must perform and include the Spirit paper blank page test, detailed in the Data Sheet. Where test has not been performed and supplied in advance, no testing for image quality will occur during service, parts only replaced (with after test supplied).

Warranty Service

- 7a. **Warranty Forms Registered:** Yes/ No 7b. **Proof of purchase supplied:** Yes/ No

Service Type

- 8a. **Service Type:** Standard / Express (costs and turn around time see Service List)
8b. **After Inspection:** Call me first/ E-mail me first/ Proceed to Repair & Invoice ASAP

Packaging for Return:

- | | | |
|-----------------------------------------------------------------------------|-----------------------------------------------|-----------------------------------------------|
| 9. Original Carton: Yes/ No | 10. Transport Strips Inserted: Yes/ No | 11. Transport Locks Tightened: Yes/ No |
| 12. Machine Suspended From Carton Edge (Min. 5cm all sides): Yes/ No | 13. Sample Artwork Included: Yes/ No | 14. Blank Test Sheet Included: Yes/ No |
| 14. Samples of Imaging Problems/ Faults Included: Yes/ No/ | | |

As an authorised representative of the above, having both inspected & packed the machine, I acknowledge if transport damage is incurred, this is not covered by any warranty or Australian Consumer Law and must be repaired, with all costs billable, before servicing may resume.

Signed: _____ Date: ____ / ____ / 2023

Packing machine for transport

Thermal-Copier machines must be locked for transport before shipping to secure the Glass Roller.

- The RMA will detail packing instructions for your machine. The Transport Locks must be tightened.
- Suspend the machine in the carton, do NOT let the sides come in contact with the outer carton. Side impacts must be protected.

Under the Australian Consumer Law and Our Warranty, you are required to pre-pay in advance all return freight costs by standard shipping.

- Where any fault is machine based and covered by warranty, under the ACL you will be compensated for your shipping costs.
- Under Our Warranty Express, Overnight or Insurance costs are not refunded unless agreed in advance by NEHOC in writing.
- A freight cost or receipt must be attached/ included with the return, or e-mailed to NEHOC within 7 days for freight compensation.
- If transport damage has occurred, before we can service your machine you will be liable for repair costs of the damaged parts to return the machine a to serviceable manner.
- If the parts damaged in transit are deemed to be faulty, you will not be liable for any costs under Our Warranty.

You are responsible for packing the machine correctly for return. Any damage in transit that is not listed above or advised prior will be deemed to have occurred due to improper packing. This is NOT covered by any warranty or the Australian Consumer Law. Each machine unpacking is recorded as evidence of original transport packing and condition on arrival.

Have you supplied your proof of purchase for any Warranty Claim?