

The terms and conditions of LASER warranty services apply to its products only to the person or entity that originally purchased the product from LASER or its authorised distributors and resellers.

### **LASER Warranty Return Procedures**

1. Get a copy of RA form by,
  - a. download from [www.laserco.com.au](http://www.laserco.com.au)
  - b. When completing the form with the following details (Item 2), please fax to 02 9889 8898 between 9:00am to 5:30pm, Monday to Friday excluding public holidays; or,
  - c. email to [support@laserco.com.au](mailto:support@laserco.com.au)
2. Fill it out with the following information

For purchased directly from LASER

- a. your contact details
- b. product code or description
- c. **detailed fault description**
- d. LASER Invoice No.
- e. serial number if there is one

If purchased from a distributor or a reseller, plus;

- e. a copy of Purchase Invoice or Receipt

3. Receive an RA number from LASER by fax or email
4. Return the product to LASER with the RA number clearly shown on the outside of the package to:

RA Department  
LASER Corporation Holdings  
Unit 1, 6-8 Byfield Street  
NORTH RYDE NSW 2113

**NOTE:** Pack it with the original packing material or other secure shipping package to ensure that it will not be damaged in transit. LASER shall not have any liability whatsoever for any damage caused during or as a result of transit.

LASER might reject the returned product if the RA number **CANNOT** be identified from outside of the package or it is not packaged or shipped in strict compliance with the foregoing requirements.

The customer is responsible for all in-bound shipping charges to LASER. The replaced or repaired product will generally be shipped to the customer with the next order.

You are responsible for all costs associated with the return of the product to Laser and Laser will not pay or reimburse any associated costs. Unless agreed upon in writing beforehand, **Laser will send the replacement or repaired items with the next order shipped.**

Laser recommends that products returned by post be sent by registered or certified mail. Laser accepts no responsibility for loss or damage occurring in transit.

The Return Authorisation Number must be marked CLEARLY on the outer packaging. The product packaging is not to be permanently marked in any way shape or form.

**Physically damaged goods will be considered negligence on the part of the customer and all warranties will be declared null and void.**