

Hallmark Computer International

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RETURN MATERIALS AUTHORISATION FORM(v1.5)

Company Name: _____

Contact Person: _____

Email Address: _____

Telephone: _____ Date of Return: _____

Returned Item: _____ Serial Number: _____

Product Code: _____ Invoice Number: _____

Operating System: _____ Items returned with: _____

System Administrator Password: _____

Fault: (please describe in detail)

CONDITIONS OF WARRANTY

1. Customers must complete and return this form with a copy of the invoice for a warranty claim. Any item not returned with the correct invoice may incur a **\$20ex Admin Fee** and may have a longer turn around time.
2. Warranty is void if labels have been removed or tampered with.
3. When returning items, goods must be in original or suitable packaging with reasonable protection and marked: **Attn- Warranty Department**.
4. **Items tested and found without a fault may incur a minimum \$40ex Fee.**
5. **Hallmark Computer International does not accept any liability under any circumstances for any data loss caused by the testing, replacement or repair of any component.** Customer must backup important data prior to goods being returned to Hallmark.
6. **All items should have a meaningful fault description, e.g. "CD won't spin up" - not just "Faulty" or "Not Working". Returned items will be tested for the described fault only.**
7. Hallmark reserves the right to replace all faulty hardware with equivalent hardware. If hardware is part of a kit, only the faulty component will be replaced – not the full kit.
8. Accessories that could possibly attribute to the fault of the item should also be provided.
9. Hallmark will not be liable for any damage/loss of additional parts/components that are not listed in the "items returned with" section
10. All quotes for repair will incur a **\$40ex Inspection Fee**.

I have read and agree to the above Conditions of Warranty

Name: _____ Signed: _____

Date: _____