



WARRANTY CLAIM SERVICE AND REPAIRS ORDER

Carefully read through this entire form

We're sorry to hear that you are experiencing troubles with your goods, but we're here to help!

Before making a claim

Please ensure that you have read all of the forms provided to you to determine if you are making a Warranty Claim or applying for a Service and Repair:

- Care Instructions
- Warranty Certificate
- Terms and Conditions of Warranty

If you're still experiencing trouble and wish to make a claim

Complete the form below with as much information as possible ensuring that your contact details are correct and clearly written. Incomplete forms will be rejected (without notice). If a section does not relate to your Claim please write N/A in the field line provided. Please email your completed form to info@oz-king.com.au

Use the following check list to help you complete the form

(Note: Some of these may not relate to your product)

LOCATION - Up stairs, down stairs, balcony, kitchen, laundry, etc

SOUNDS - Noticeable clunking, loud banging, creaking sounds, tearing etc

CHANGES - Broken parts, parts missing, getting stuck, completely stopped working, no response etc

PHOTOS / VIDEOS - Attach photos and videos of the products included in your claim

BATTERIES - Replace batteries in your remotes, receivers and smoke alarm sensors

SWITCHBOARD - Check that your main switch at the power/metre board is in the ON position

The Credit Card Authorisation forms part of your application and MUST be filled in and returned to us. You will only be charged upon inspection IF your product is determined to be unwarranted. If you prefer, you may contact head office to make payment for the call out, in advance. In the event your claim IS warranted, you will be reimbursed this amount. If it is determined that your product is faulty within our terms and conditions guidelines, you will be fully covered without an expense. You may wish to also choose to pay directly into our bank account. This must be done prior to an inspection. Please ensure that you add a reference of your name or invoice number, or this may delay your process. Please use the following details to make a transfer: ANZ Bank. BSB 013723. ACCOUNT 309502623

Review and on site inspection

Your application will be reviewed upon receipt and an outcome will be emailed to you. An onsite inspection may be required to determine if the fault or damage is covered by warranty or not. We may choose to arrange this with you once the claim form is reviewed, and this may take several weeks in some cases. Please do not call to check on your progress of your claim, as this will not speed things up

Fees and Charges

A \$220.00 Service Fee will apply if the issue is NOT covered under Oz King Australia's specified warranty. Your credit card will be charged at the time of inspection and a receipt will be sent to you within 14 business days

In the event the technician can fix your un-warranted product at the time of inspection without the need for any additional parts, only the \$220.00 Service Fee will apply. However, if an additional site visit is required to replace

parts or complete a service, you will be billed for the repairwork and cost of Goods in addition to the Service Fee. Payment for this must be paid in full prior to the return of the technician and completion of any repair work

Oz King is not required to honour a Warranty:

- 6.1 To any person other than the purchaser listed on the original Contract / Tax Invoice
- 6.2 To Goods not listed on the paid Contract / Tax Invoice
- 6.3 To wear and tear consistent with age, type and use of the Goods
- 6.4 To Goods that have not been installed by our authorised technicians
- 6.5 If Goods are not cleaned in accordance with instructions from us
- 6.6 If usage and operation are not in accordance with our use and maintenance instructions
- 6.7 If you fail to follow any instructions or recommendations by us
- 6.8 To damage from accidents, unintended misuse, misuse, neglect, failure by the Customer to complete proper maintenance
- 6.9 To damage from weather conditions, acts of God, natural disaster, terrorism, war or any other occurrence beyond our reasonable control
- 6.10 If Goods have been opened, dismantled, adjusted, modified, serviced, or tampered with in any way by any person other than our authorised technicians
- 6.11 If Goods have been used in any manner other than what they are designed for
- 6.12 If Goods are used with any parts or accessories, not provided for and approved by us
- 6.13 To Goods that have not been paid in full
- 6.14 If full payment is not received within seven (7) days of installation
- 6.15 To Goods purchased prior to 01 January 2019

APPLICATION FORM

Are you making a **Warranty Claim** or applying for a **Service and Repairs Order**:

(Note: Select 1 only)

- Warranty Claim** (Covered under Warranty)
- Service and Repairs Order** (Not covered under Warranty)

Which Goods are you experiencing a problem with?

- Roller Shutter
- Security Door, Panel, Side Lite
- Window Grille
- Fly Screen
- Plantation Shutter
- Roller Blind
- Venetian Blind
- Vertical Blind
- Panel Blind

Where is this product located (up stairs, down stairs, apartment block, laundry, kitchen, bedroom etc):

Describe the problem you are experiencing, using as much detail as possible:

When did this problem first occur (certain date/time, gradually over time, all of a sudden):

If your issue relates to a roller shutter...

Is it installed with a manual hand winder mechanism or is it motorised:

If motorised...is it operated with a remote control system or standard rotary switch:

If remote operating system...are the lights on the remote or wall receiver illuminated when pressed:

Is there sound coming from the motor when you press any of the buttons or turn the switch:

Is your roller shutter connected to a UPS (Battery Back Up):

Have you replaced the batteries in the remote control, wall receiver and/or smoke alarm sensor:

Have you recently engaged an electrician to install new electrical goods or power points in your dwelling:

Is your main switch at the power/meter board in the ON position:

Was an object left underneath the roller shutter as it was rolling down:

Do you have wind out windows: _____

Is the roller shutter you're having problems with over an entry/exit doorway: _____

If your issue relates to a security door... _____

Which of the following are you having trouble with...key lock, snib lock, handle, mesh, hinge, auto door closer, mesh, closure of the door itself or something else (please explain): _____

Other important information relating to your claim: _____

YOUR DETAILS

Date of Claim: _____

Date of Purchase: _____

Contract / Tax Invoice Number: _____

First & Last Name: _____

Address: _____

Contact Number: _____

Email Address: _____

I declare that all information provided in relation to my Warranty Claim is true and correct. I have read and complied with the Terms and Conditions of Sale, Care Instructions, Terms and Conditions of Warranty

I have completed my Warranty Claim form to the best of my knowledge and attached:

- Proof of purchase
- Credit Card Authorisation Form (bottom page of this document)
- Photos and/or videos of claim

Signed: _____

CREDIT CARD AUTHORISATION FORM

I understand that my information will be saved for future transactions on my account

Card Holder Information	
First & Last Name:	
Tax Invoice / Contract Number:	
Address:	
Suburb:	Post Code:
Telephone:	Mobile:
Email:	

Credit Card Information	
Card Holder Name (as it appears on card):	
Card Type:	<input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> AMEX
Card Number:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Expiry Date:	CVV:
Card Holders Signature: _____	
Date Signed:	

Oz King Australia does not disclose your personal details, including credit card details, to third parties unless required by law.