

Electroair Services Repairs & Modifications Policy

Warranty Claims

Warranty claims must be notified to us in writing before the expiry of the warranty period. (an email message with a read receipt will satisfy this requirement). Goods must be returned, freight paid, to Electroair Services or any other repairer nominated and notified to the customer by Electroair Services, within 7 days of our acknowledgement of your written notification of the fault. A fully completed 'Equipment Fault Report' form must accompany the goods returned for repair.

You can download this form here

http://www.electroair.co.nz/files/equipment_fault_report.pdf

The cost of shipping to return the repaired or replacement goods to the customer must be paid by the customer before shipping.

Out of Warranty Repairs and Modifications

If you wish to send a product for repair, or modification please observe the following procedure.

1. **Repair.** A fully completed 'Equipment Fault Report' form must accompany any goods returned for repair. You can download this form here
http://www.electroair.co.nz/files/equipment_fault_report.pdf
2. **Modifications.** A description of the modification you are requesting must accompany the goods. For this you can use our equipment modification form. You can download this form here.
http://www.electroair.co.nz/files/equipment_modification_request.pdf
3. Our invoice for any work carried out and shipping costs must be paid before goods are shipped back to you.