

Service Request Form

fold



Panasonic New Zealand Limited
18 Sir Woolf Fisher Drive,
Highbrook, East Tamaki,
Auckland 2013

TEL (09)-272-0408

Email: toughbooksupport@nz.panasonic.com

Deliver to...

**Toughbook Service,
Panasonic New Zealand Ltd,
18 Sir Woolf Fisher Dr,
Highbrook, East Tamaki,
Auckland 2013**

---- fold ----- ** For your convenience you can print this and attach it to the return parcel **

PLEASE COMPLETE, SUBMIT BY CLICKING THE SUBMIT BUTTON BELOW, PRINT & ENCLOSE WITH PRODUCT

RESELLER DETAILS - ACCOUNT HOLDER WITH PANASONIC

Company Name:			
Contact Name:			
Email:			
Phone:		Mobile:	
Reference/PO #			

RETURN DETAILS

Company Name:			
Contact Person:			
Contact Phone:		Mobile:	
Contact Email:			
Street Address:			
Address Line 2:			
Suburb:			
City:		Postcode:	

ITEM DETAILS

Model Number:		Serial Number:			
Fault Description:					
Accessories Included:					
Administrator Name/Password + BIOS Password (if applicable)	Do you have a backup of your data?	YES		NO	
	Can we re-image your device if req.?	YES		NO	
Purchase Date (validated by included proof of purchase for warranty claim):					

Terms and Conditions

1. A proof of purchase must be included for all warranty claims.
2. Warranty coverage can only be determined after an item has been inspected.
3. A quotation fee of \$57.50 excl GST will apply to all declined quotes.
4. Freight will be charged (\$15 excl. GST) on a declined quotation, if the faulty equipment is requested to be returned.
5. Equipment may be sold to recover costs if not resolved within 90 days from issue of quote.
6. It is the responsibility of the operator to make sure there is a backup of data where applicable.
Panasonic will not be held responsible for loss of data.
7. Please make sure that the unit is packed securely as any courier damage will be the responsibility of the sender.

By submitting this form you are agreeing to the terms & conditions as stated above