

## Returns and Warranty Claim Form

To submit a Returns or Warranty Claim (RWC) request, please complete the following form. Returns, refunds, replacements and repairs cannot be completed unless this form is filled out and accompanied with the return items.

Full Name:	
Order Number:	
Phone:	Email:
Original Shipping Address:	

### Where to return the items?

Please ship the items to the address below.

We highly recommend to return all products via a tracked shipping service.

Name: Switch Boss Returns
Return Address: PO Box 575, CAPALABA QLD 4157

### Product Information

Date of Purchase:
Reason for Return:
<input type="checkbox"/> Change of Mind <input type="checkbox"/> Purchased Incorrect Item <input type="checkbox"/> Warranty Claim
Other reason:

### Product Returns for Warranty Claim Determination

Switch Boss staff will test the product according to the description of the problem listed above. After our evaluation, the return will be processed, generally, on same day it was received. Please allow ample time for the returned item to be received as shipping can take up to 7-10 business days. Switch Boss staff will advise of Warranty Claim eligibility and further process (repair/replacement) once testing is complete.

Returns that are not found to have a fault and purchased with our Free Shipping service will have a Restocking Fee\* applied to the return. Items purchased with paid shipping will have the full amount of the product refunded less the shipping cost paid by the customer. Please ensure this form is accompanied with the returned items as failure to do so will risk the return being not identifiable and remain unprocessed.

#### Warranty Claims and Returns will be void for:

- Returned items that failed due to an accident, purchaser's abuse or neglect.
- Returned items that failed due to incorrect voltage, load or improper wiring.
- Returned items that failed due to rain, excessive humidity, corrosive environments or other contaminants.
- Any item damaged in return shipment.
- Any product failure caused by installing or operating product under conditions not in accordance with installation and operation guidelines or damaged by contact with tools or surroundings.
- Returned items with cosmetic defects that do not interfere with product functionality.
- Returned items that are incomplete, worn or damaged.

*\*Restocking Fee: We have a restocking fee in place to cover our original postage costs, processing and payment fees, dispatch labour and testing of returned items. If the item was originally sent with our Free Shipping service, it will be processed with the following fee deducted:*

*\$2.50 for Untracked Orders, \$8.95 for Parcels <1kg, \$14 for Parcels >1kg.*

*Fee is not applicable to Warranty Claims where a repair/replacement is required.*

Signature: \_\_\_\_\_

By signing the RWC form, I agree to the terms and conditions set forth on this form, and the full Returns Policy .