

Warranty Claim Form

To begin a Warranty Claim request, please complete the following form. Email the completed form to sales@switchboss.com.au to open a Warranty Claim submission.

Please do not return any items until the Warranty Claim has been approved.

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

Where to return the items?

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

For approved Warranty Claims placed within 90 Days of purchase: A Return label will be supplied via email. Please ensure the completed form is also included in any return packages.

Product and Claim Information

Date of Purchase:
Time of Fault (from purchase): <28 Days 29-90 Days >90 Days Please advise as much information of the fault as possible:

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 claim 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.

For products found to have a manufacturing fault: The product will be repaired/replaced as required by a Switch Boss technician. The product will be returned to the customer, with Switch Boss supplying the postage cost.

For products found to NOT have a manufacturing fault: Switch Boss staff will advise and assist the customer, where possible, to determine other reasons for the fault, outside of the product. This could be install, wiring, connections, use etc.. The customer will be liable for the return postage cost, set at \$9.95 inc GST.

Warranty Claims 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.
- Should the customer wish to have the product returned to them, where a fault is NOT found or the claim is void, a \$9.95 return postage cost will be payable.

Signature: _____