

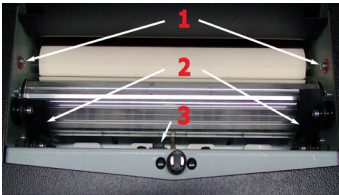
This completed form is required prior to NEHOC issuing a RAN for Thermal-Copier machine returns. You are covered by Our Warranty and the Australian Consumer Law (ACL) for all minor and major failures that occur to the mechanical operation of the machine during the warranty period. NEHOC will honour all service and repairs under the ACL where failure is product based.

- Both minor and major failures are detailed in your machines warranty form.
- You are not covered by Our Warranty or ACL for improper machine use, or failure to correctly package machine for return transport.

Packing machine for transport

Your machine MUST be locked before packing and transit. Failure to perform the following may result in damage to the Glass Roller or Heat Lamp.

Lock before return



- Open the Lid of the machine, press the Glass Roller forwards to insert the bottom of the protective rubber strips (2) between the lower Nylon Guide and Glass.
- With the lower guide protected, push the Glass Roller forward and slide the top half of the Rubber Strip between the Glass & top Nylon Guide.
- Repeat same process on the opposite side then double check both top & bottom are covered.
- With your hand, pull Rubber Roller forwards as you tighten Transport Locks (1), this will create a tight bond between Glass & Rubber Strips to stop movement.

Thermal-Copier Transport Strips available for purchase online www.nehocdirect.com in Spares Parts menu

Under the ACL and Our Warranty, you are required to pay in advance the return freight costs by standard shipping.

- Where the fault is machine based and covered by warranty, under the ACL you will be compensated for your shipping costs.
- Under Our Warranty Express, Overnight or Insurance costs are NOT refunded unless agreed in advance by NEHOC in writing.
- A freight cost or receipt must be attached/ included with the return, or e-mailed to NEHOC within 7 days for freight compensation.
- If transport damage has occurred, before we can service your machine under warranty you will be liable for repair costs of the damaged parts to return the machine a to serviceable manner.
- If the parts damaged in transit are deemed to be faulty, you will not be liable for any costs under Our Warranty.

You are responsible for packing the machine correctly for return. Any damage in transit that is not listed below or advised to NEHOC prior will be deemed to have occurred due to improper packaging. This is NOT covered by the ACL or Our Warranty.

Machine inspection and details report

Please complete all details below and circle any/all answers that apply (multiples allowed).

- Any section not completed or identified by yourself will be deemed as damaged, requiring service or replacement with costs.
- Proof of Purchase (copy of original supply Invoice) must be supplied in advance for all Warranty Claims.
- Return samples of your artwork for testing, the more details supplied the faster we can service your machine.

Owner/ Contact Details:

Company Name: _____ Contact: _____
 Address: _____ Suburb: _____ Post Code: _____
 Phone: _____ E-mail: _____

Packaging for Return:

- | | | |
|---|---|--|
| 1. Original Carton: Yes/ No | 2. Rubber Strips Inserted: Yes/ No | 3. Transport Locks Tightened: Yes/ No |
| 4. Machine Suspended Inside Carton (5cm from the sides): Yes/ No | | 5. Thermal-Carriers Included: Yes/ No |
| 6. Samples of Imaging Problems/ Faults Included: Yes/ No/ | | 7. Sample Artwork Included: Yes/ No |

Machine Inspection/ condition:

- | | |
|---|--|
| 8. Machine Serial Number: A __ A U - __ __ __ __ | 9. Feed Button: Working (glass & roller rotate)/ Not Working |
| 10. Glass Roller: Clean/ Markings/ Cracked/ Broken | 11. Rear Roller: Clean/ Minor Spirit Markings/ Not Rotating |
| 12. Heat Lamp: On/ On with poor quality/ No Light | 13. Rear Roller Type: Rubber (white/cream) / Silicone (clear) |
| 14. Labels & Seals: Intact/ Machine Opened | Other Not Listed: _____ |

Warranty Service - Please complete following section:

- 15a. **Warranty Service:** Yes/ No 15b. **Warranty Forms Registered:** Yes/ No 15c. **Proof of purchase supplied:** Yes/ No

General Service and Repairs - Please complete following section:

- 16a. **Service Type:** Warranty/ Standard / Express (costs and turn around time see Service Price List)
 16b. **Quote first?:** Call me to discuss (recommended) / E-mail me / Not required just repair ASAP

I, _____ having both inspected & packed the machine, agree any transport damage incurred is not covered by warranty and must be repaired, with costs paid, before warranty service can commence.

Signed: _____ Date: ____ / ____ / 2021

Have you supplied your proof of purchase for any Warranty Claim?