

TASCO SALES (AUST) PTY LTD

## **Warranty Return Procedure** **GENERAL GOODS ONLY**

### **ANY PRODUCT RETURNED TO TSA WITHOUT APPROVAL WILL RECEIVE A RESTOCKING FEE OF 10%**

1. **Contact TSA Outdoors:** Prior to initiating the return, get in touch with TSA Outdoors, either through your Account Manager or the designated TSA Service Department via [service@tsaoutdoors.com.au](mailto:service@tsaoutdoors.com.au).
2. **Request a Warranty Return Authorisation (RA) Number:** Provide all necessary details about the product including the make, model, serial number (if it is a HikMicro product), and a clear description of the repair or warranty claim. Request a Warranty Return Authorisation (RA) number from TSA Outdoors. This number will be used to identify and process your return.
3. **Provide Service Department with Dimensions of the package:** Supply our service department with the dimensions of the package, ensuring that the returned item is packed in a box, not a satchel. This can be done at the same time as Step 2, otherwise please provide the information in email, quoting the RA number. The Service Department will then provide you with a return label and further instructions on how to process the return.

**Note:** If the product is being returned for a fault, and TSA Outdoors finds after testing that there is no fault, a charge may be applied to your account to cover the time for testing and return freight. Minimum charge is \$60+ GST.

**Note - Remote locations/WA:** The above may change if bulky goods are required to be returned from remote areas or WA. We will advise of any changes to the above if and when the situation arises.

#### Further Note:

Warranty does not cover intentional or accidental abuse, or misuse of a product. It will also not cover items that have been used for purpose other than for which they were designed. Accidental damage (liquid spills, drops or breaks etc) is not covered by warranty. Warranty will be void if the internal components of any electronic device show evidence of being tampered with. Warranty will cover only genuine manufacturing faults. If a warranty claim is lodged, and it is found that user-error or user-misunderstanding contributed to the fault, the item will be repaired (if needed) and returned to the customer for a fee.

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