Warranty Request Service Form

Dear Customer

To enable the Dr+Group to create an “In Warranty” claim and provide you with a Job Reference Number for your product, could you please fill out the below information:

Product Details:

Brand: ______________________________  Product Type: ________________________________
Model Number: ________________________  Serial Number: ______________________________
Retailer Where Purchased: _____________  Purchase Date: ______________________________
Domestic/Commercial Use: ______________
Description of the Fault: ______________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________

Reseller Details:

Business Name: ________________________
First Name: ___________________________  Surname: _________________________________
Address: _____________________________  Suburb: ______________  Postcode: ___
Telephone: ___________________________  Mobile: _________________________________
Email: __________________________________
Customer Signature: ________________  Date: ____________________________________

To validate your warranty claim, we will require a copy of your purchase receipt. Please fax or email this form together with a photocopy of your proof of purchase to either of the following. Without a purchase receipt no warranty service can be performed.

Customer Details:

Business Name: ________________________
First Name: ___________________________  Surname: _________________________________
Address: _____________________________  Suburb: ______________  Postcode: ___
Telephone: ___________________________  Mobile: _________________________________
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Please Note:
Warranty covers manufacturing faults only. If there is “No Manufacturing Fault Found” or the diagnosis is “user error” you will be charged for the service call.
Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.
During the Process of repair, some or all of your stored data may be lost. Please ensure that you have saved this data elsewhere prior to repair.

Email: necsupport@thedrgroup.co.nz