



ProlinkBrands

Prolink Asia Limited
25 Aerovista Place, Wiri, Auckland
P.O Box 132 398 Sylvia Park 1644 Auckland
Email: service@prolinkbrands.co.nz

Phone: 0508 776 546

Fax: 09 573 3000

Warranty, Credit Claims & Returns Policies

WARRANTY 12/24 Months

- All appliances supplied by Prolink Asia Ltd are sold with a manufacturer's warranty commencing from the date of purchase.
- This warranty is against faulty materials and workmanship. It does not cover accident, Damage or misuse.
- The warranty becomes void if the product has been tampered with, damaged by accident or in any other way by improper use.
- Warranty for appliances used commercially is limited to 90 days.
- This warranty does not cover products purchased second hand.
- The obligation to the purchaser under this warranty is limited to servicing the unit, replacing defective parts or the product itself when the product is returned freight prepaid to the place of purchase.
- Replacement of the Product does not extend or restart the warranty period.

RETURNS/CREDIT PROCESS

- 1)** Confirm fault with customer, check if customer has called the support line 0508 776 546 for trouble shooting and fault confirmation.
- 2)** All customer returns must be complete are far as possible, along with all parts and accessories originally supplied with the product (Gift box and Instruction Manual the exceptions) A credit may not be given unless complete. If unsure about what accessories should be with the goods please contact Prolink Asia 0508 776 546.

Under \$50 RRP Items:

- a)** Complete RMA form including sales information (Date of purchase), fault description, Customer details and any special requests around the handling of the return and email to service@prolinkbrands.co.nz or fax to 09 573 3000. (Please note your customer claim number is required to reference on the credit is required, this is any number that will link it to your system.)
- b)** Prolink Asia will notify whether goods can be destroyed or will be required for Audit purposes along with the credit note.

Over \$50 RRP Items:

- c)** Complete RMA form including sales information (Date of purchase), fault description, Customer details and any special requests around the handling of the return and email to service@prolinkbrands.co.nz or fax to 09 573 3000
- d)** Prolink Asia will issue an RMA number to be used when returning the goods, please ensure that this number is identifiable on the return. Copies of receipt must be attached to each unit sent back for warranty.
- e)** Prolink Asia will assess the returns when received and provide one of the below remedies at Prolink Asia's discretion;

- i) **Repair:** Where a product is economical to repair Prolink Asia will do so and return along with the goods will be a brief description of what work has been carried out.
- ii) **Replacement:** Where a product is uneconomical or unable to be repaired then Prolink Asia will supply a replacement unit that will be marked with the customer name/number for identification. Please note in some cases where accessories were not received, only the returned items will be replaced. A repair form stating "Replaced" will accompany these goods.
- iii) **Credit:** Where a product is uneconomical to repair or replace a credit will be issued and returned to the staff member that applied for the RMA or another email of your choice.
- iv) **Non-Warranty:** Where the product is not under warranty and/or physically damaged Prolink Asia will advise the reason why and await further instructions.

3) It is not the normal policy of Prolink Asia Ltd to issue credits when a consumer has changed their mind or if the consumer's expectations for the product are greater than the particular purpose and description of the goods. Any extended warranty, money back guarantee or other return policy offered to the consumer by the retailer that differs from the policies described herein will not be honoured by Prolink Asia Ltd.

SHIPPING DAMAGE AND SHORTAGE CLAIMS

- Items damaged in transit and shortage claims must be reported to Prolink Asia Ltd within five (5) working days of receipt and noted to the carrier at time of delivery.
- Damaged items should be left in original cartons for inspection. Concealed damage or loss must be inspected by the carrier within ten (10) days after delivery and carrier's report must be forwarded to Prolink Asia Ltd prior to approval. Prolink Asia reserves the right to have a representative inspect the damaged goods.
- No alteration, variation, modification, or waiver of any of the foregoing conditions shall be binding on Prolink Asia unless in writing and signed by an authorized officer of Prolink Asia Ltd.