

## SERVICE GUIDELINES

1.

ALL faulty items, including warranty repairs, require a RA number when being returned to NOW SOUND. Please call or email [ra@newsound.co.nz](mailto:ra@newsound.co.nz) for an RA number before returning any item.

- Any unit that is received at NOW SOUND without a RA number clearly marked on the packaging will be returned at the senders expense.
- Any unit that is received at NOW SOUND without a return address or details will be held here at NOW SOUND with no action taken. The unit will be destroyed after six months of no contact.
- Faults described as "NOT WORKING" or "NO GO" will not suffice and WILL result in the unit being returned, at the senders expense.

2.

ALL warranty claims MUST have a copy of a VALID PROOF OF PURCHASE attached, as per the NOW SOUND terms of trade and as outlined by the Consumer Guarantees Act. Any unit sent into NOW SOUND without proof of purchase attached will be charged at the standard NOW SOUND rates (see point 5). In this case freight to and from NOW SOUND is to be met by the customer.

3.

NOW SOUND is not always able to accurately quote for repairs. If NOW SOUND is supplied with a maximum value that the customer wishes to spend on a repair then we will ensure that this is not surpassed. This amount excludes any mark-up that a dealer may add to the value of the repair. Please be aware that this may result in a unit being returned in an un-repaired state, if we cannot repair it within the maximum value figure.

4.

NOW SOUND aims to turn products around within 14-21 working days, dependent on parts availability.

5.

The current charge rate for non-warranty repairs is \$90.00 + GST per hour plus freight, or part thereof with a minimum charge of \$90.00 + GST + freight. Weekend and Urgent repairs are charged at \$180.00+ GST per hour plus freight, or part thereof, with a minimum charge of \$180.00 + GST + freight. This is liable to change.

6.

All jobs that have NO FAULT FOUND attract a charge of \$90.00 + GST per hour + freight, or part thereof, with a minimum charge of \$90.00 + GST + freight. This also applies to any goods that have been sent in under warranty that have no fault found. This is also liable to change.

7.

In all cases any communication regarding service will be conducted with the consignor of the goods only. NOW SOUND will not communicate with any 3rd party including the owner of the goods if the goods have been consigned through a dealer or any other trade person.

8.

All service enquiries are to be directed to Brad Mann on 09 913 6212 email: [bmann@newsound.co.nz](mailto:bmann@newsound.co.nz)