

VMS - RETURN AUTHORISATION TERMS AND CONDITIONS

IMPORTANT

BACKUP

By sending your VMS product for warranty, service or repair you acknowledge that during the process your unit's stored memory may be erased, reimaged or replaced. It is important to backup any necessary data you want kept. VMS will not be held liable for any lost data during this process.

SHIPPING

Please register or insure your postal package before shipping the warrantable item to us. It is advisable to keep a record of your tracking number. VMS will not be held liable for any misplaced or stolen goods arriving to us.

When packing your returning goods please ensure the product has sufficient padding to protect it from any damage during transit. VMS will not be liable for goods damaged during transit on arrival.

VMS is responsible for freighting the received goods back to the customer using a secure economical postal service. VMS is not liable for incorrect postal details provided.

TO AVOID DELAYS

- Please read your authorisation instructions carefully which will be emailed to you once your request for authorisation been approved.
- Please only send what we instruct you to send. This is listed in your authorisation email.
- Do not include manuals, guides and installation CD's.
- Check you have removed any personal CD's / DVD's
- Please make sure all personal data has been backed up.
- If you are calling us direct in regards to a related issue, please have your issued RA number available for us to quickly look up.
- Please label the package with the provided RA number.
- Please include a photocopy of your proof of purchase.

TURN AROUND

- Please allow up to 7 days for your goods to be dispatched. You will be sent an email once your authorisation have been finalised and dispatched. 7 day approximation is subject to parts availability, public holidays and customer enquiries response.

SERVICE FEE'S

- Returned goods that do not fall under a warrantable fault will be charged at \$90 service fee + Parts.

VMS has the right to vary terms and conditions without notice.