

# ZCG warranty claim form

Customer to fill in all sections prior to returning goods to ZCG

Contact name: \_\_\_\_\_ Telephone: (\_\_\_\_) \_\_\_\_\_

Company:

Address:

Email/Fax:

Product date purchased: \_\_\_\_/\_\_\_\_/\_\_\_\_

Please provide answers to the following questions: Was the product received undamaged?

ZCG invoice number:

Do you have a handbook or installation instructions for the product? Date of installation?

Please describe the experience and qualifications of the installer:

If a broadcast or base station antenna, have procedures regarding power up and checking return loss been carried out?

Please describe the defect encountered, when it was discovered and any action taken to date?

Signed: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Thank you. Please now send this warranty claim form to ZCG by email or post:

**Post: PO Box 7, Lindenow, Victoria, 3875**

**Email: sales@zcg.com.au**

**Phone: +61 3 5157 1203**

Upon receiving your form, ZCG will either :

- a) Issue you with a "Customer Return Authorisation Form" to authorise the return of goods to ZCG for examination, with the freight for items returned under warranty to ZCG arranged and paid by the Buyer; or
- b) Attend your installation site to assess any defect(s) in the goods supplied.