

## PRODUCT SERVICE REPAIR FORM

Name:		
Address:		
Suburb:	State:	Postcode:
Home Phone:	Mobile:	
Email:		
Product Type:		
Model:	Serial Number:	
<b>Repair Type</b> <input type="checkbox"/> Error Message Displayed <input type="checkbox"/> Cracked LCD screen <input type="checkbox"/> Camera won't focus <input type="checkbox"/> Impact Damage <input type="checkbox"/> Exposure to liquid <input type="checkbox"/> Flash not working <input type="checkbox"/> Control Buttons not working <input type="checkbox"/> Lens jammed <input type="checkbox"/> Unit doesn't turn on <input type="checkbox"/> Depleting battery life <input type="checkbox"/> Unit not recognized by computer <input type="checkbox"/> Device Not charging		
Description of problem if other :		
Accessories Included : (Tick)		
<p>N.B Please do not leave any accessories with product for repair. This includes SD Cards, batteries, cases, battery charger or leads. Accessories will only be required when there is a fault specifically related to the accessory. Only leave SD Cards if you wish to demonstrate a fault with the use of photos as evidence to support the fault.</p> <input type="checkbox"/> Case <input type="checkbox"/> USB Cable <input type="checkbox"/> Strap <input type="checkbox"/> Battery <input type="checkbox"/> Audio Video Cable <input type="checkbox"/> Lens Cap <input type="checkbox"/> Body Cap <input type="checkbox"/> Batteries <input type="checkbox"/> Battery Charger		
<p>Repairs are guaranteed for 90 days from date of completion guarantee does not extend to cover free repair of any other fault which may develop in this period.</p> <p style="text-align: center;">NO RESPONSIBILITY FOR GOODS NOT COLLECTED AFTER THREE MONTHS.            PERSONAL CHEQUES ARE NOT ACCEPTED            CHARGE OF \$27.50 IF QUOTATION IS NOT ACCEPTED            NO RESPONSIBILITY FOR FILM/ ELECTRONIC MEDIA WHICH INCLUDES MUSIC OR ANY FORM OF DATA LEFT IN THE DEVICE FOR REPAIR.            Please note: if the quotation is requested, and the price of the repair is \$75.00 or less, the repair will be completed without quotation.</p>		
<b>PLEASE READ &amp; SIGN THE TERMS &amp; CONDITION</b>		

## PRODUCT SERVICE REPAIR FORM

### WARRANTY TERMS & CONDITIONS

C.R. KENNEDY & COMPANY PTY LTD – ACN 008 458 884 (“C.R. Kennedy”) warrants to the initial user that the camera is free of any defects in material or workmanship. This warranty is not transferable. C.R. Kennedy will service, repair or replace at its election, and free of charge, any part which is found upon inspection by C.R. Kennedy to be defective in material or workmanship during the warranty period(s) and subject to the following conditions:

1. The warranty is only valid in Australia and applies to purchases made in Australia.
2. The warranty will operate for a warranty period of ONE YEAR for cameras used for private use.
3. The warranty will operate for a warranty period of THREE MONTHS for cameras, if purchased or used for professional or commercial use.
4. The camera must be sent by prepaid insured parcel post to the nearest branch of C.R. Kennedy. It must be properly packed and be accompanied by a description of the problem or fault, sample film in the case of a film camera, and this warranty card with warranty number endorsed.
5. The warranty does not apply:
  - (a) to failure occurring as a result of abuse, mis-use, unauthorised maintenance or repairs, corrosion (including battery leakage) or normal wear and tear, unauthorised repairs alterations, modifications or use of non-approved Pentax accessories or failure to follow the recommended operating or maintenance instructions or procedures;
  - (b) if any serial number or manufacturers identification mark has been defaced, altered or removed;
  - (c) to consumables and accessories (eg. batteries, globes, carry case, handles, etc);
  - (d) to lens damage howsoever caused.

### NON WARRANTY REPAIRS TERMS & CONDITION

The camera must be sent by prepaid insured parcel post to the nearest branch of C.R. Kennedy. It must be properly packed and be accompanied by a description of the problem or fault, sample film in the case of a film camera, and warranty card with warranty number endorsed if under warranty.

### LIMITATION OF LIABILITY

Save as to the above and to any condition or warranty implied by Statute which cannot be excluded, there is no condition representation or warranty (whether express or implied) whatsoever made or given in regard to the camera, whether as to merchantable quality, fitness for any purpose or capacity to perform in any particular manner or in accordance with any description.

C.R. Kennedy will not admit any liability whatsoever or howsoever arising which exceeds the costs of replacement of the camera, and the owner agrees to limit any claim accordingly.

C.R. Kennedy shall in no event be liable in any way whatsoever for contingent, consequential direct, indirect, special, punitive, or any other damages or injuries arising in any way whatsoever or howsoever.

C.R. Kennedy's warranty is the only applicable warranty to the camera and any purported warranty endorsed on or implied for any literature or advertising published for or by C.R. Kennedy whatsoever is expressly excluded.

### WARRANTY REGISTRATION

To help prove date of purchase, proposed initial user etc, please send the C.R. Kennedy Warranty Acceptance Card duly completed within 10 days of purchase.

## PRODUCT SERVICE REPAIR FORM

SEND YOUR PRODUCT TO C.R. KENNEDY REPAIR CENTRE.

### Shipping Tips

- Include the C.R. Kennedy Repair Form
- If the repair is under warranty please send in a copy of your purchase receipt
- Use a strengthened cardboard box and secure the item with packaging material
- Insure your package
- Do not send in an envelope
- Put your return address on the outside & Inside of the packaging
- Choose a carrier that offers package tracking or delivery confirmation to make sure we receive your parcel
- If required please include any sample copies of images related to the problem/ fault

PRINT OUT MAILING LABEL TO AFFIX TO BOX

Cut Here .....

**ATTENTION: Repairs Department**  
**C.R. Kennedy**  
**663 Chapel Street**  
**South Yarra VIC 3141**

Cut Here .....