

Making a Warranty Claim

To make a claim on your warranty:

1. Confirm that the fault is with the Product, and not another part of associated equipment, wiring or software.
2. Consult with a Motium support person so that they can verify a problem exists.
3. If the Product needs to be returned, an accurate description of the fault is required. The Product will not be accepted into the repair area until a fault description is supplied. A description of *not working* is NOT acceptable. Charges, at the current repair rate, may be applied if a correctly functioning Product is returned for repair.
4. Back up ALL data and remove any diskettes, CDs or DVDs from the product prior to returning it. Motium does not accept any responsibility for any data or software that is lost, corrupted, deleted or altered during any repair work carried out.
5. Pack the Product well before shipping. Motium accepts no responsibility for any loss or damage that occurs during transit.
6. The Purchaser is responsible for freight and insurance costs to the repair centre.
7. Proof of purchase (if requested) must be supplied for warranty claims.
8. Please include a copy of the Motium RMA Form, which can be obtained from our web site at <http://www.motium.com.au/support>. Ensure that you complete each section of the form, in particular:
 - Product Name and Part Number.
 - Product Serial and/or Batch Number.
 - Your name.
 - A return address.
 - Contact telephone and fax numbers, email address and any other appropriate contact details. A technician may need to contact you for further information.