

# Warranty Claim Guide

Skytech Innovation Pty Ltd

About this guide:

This is only a general guide for retailers to initialize a warranty claim with Skytech.

1. The store need to make sure the products are a. within warranty b. purchased from Skytech c. the fault is not caused by improper usage by the customer.

2. Send an email to [support@skytech.com.au](mailto:support@skytech.com.au)

with all relevant fault details. An auto reply email will provide a Case number.

3. Skytech Support team will be in touch same day to try to solve the issues remotely.

4. If a return is required, write the case number on the return packaging and return the faulty product(s) to

Skytech Innovation Pty Ltd

PO 3025, Toongabbie East, 2146

0286643399

And provide tracking details.

5. Once Skytech receives the return product, Skytech will inspect and confirm the fault and will provide further updates on the resolution.

Skytech is **willing** to deal with customers directly to solve any warranty issues for the retailers so feel free to provide our support email([support@skytech.com.au](mailto:support@skytech.com.au)) and phone number (0286643399) to your customers. We will deal with your customers nicely and maintain your store reputation.

Please **do not**:

1. Ship items to Skytech without a case number
2. Accept returns or offer replacement to customer without consulting with Skytech when you're not sure about the fault of the product.

We understand your difficulties as a retailer when get pressured by customers to get a refund but unless the fault is obvious please call 02 866 433 99 on the spot and we have support 10:30am-5:00pm Monday to Friday. Or simply offer our contact info to your customers and we will deal with any warranty issues for our products.