

Returned goods procedure

Before returning goods to NextWindow, please contact support@nextwindow.com or phone +64 9 353 6608 to obtain technical support. If necessary to return a product to NextWindow for repair or under warranty, please use the following procedure:

1. Contact NextWindow Customer Services on +64 9 353 6608 or email admin@nextwindow.com to obtain a Return Merchandise Authorisation (RMA) number.
2. If returning goods under warranty, read our warranty agreement at <http://www.nextwindow.com/support/warranty.html>.
3. Print this form and fill in the details below.
4. Pack the product extremely carefully, preferably using its original packaging.
5. Include this form with the package. (You can fold the form along the dotted line and use the address side as the shipping label, but make sure the details side can be accessed by NextWindow.)

NextWindow details

RMA number	<input type="text"/>	Person spoken to	<input type="text"/>
Model number	<input type="text"/>	Serial number	<input type="text"/>

Your company / order details

Company name	<input type="text"/>	Contact name	<input type="text"/>
Address	<input type="text"/>		
Order number	<input type="text"/>	Order date	<input type="text"/>

Reason for returning goods

Describe the symptoms of the problem:

NextWindow returned goods

RMA number	<input type="text"/>
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Ship to:

NextWindow Ltd.
Level 3 – URS Building
13-15 College Hill Road
Ponsonby
Auckland
New Zealand

NextWindow Ltd.
Phone: +64 9 353 6608
FAX: +64 9 353 6609
email: support@nextwindow.com