



We breathe new life into your technology.

Quite literally, we bring it back from the dead.

## EXTENDED WARRANTY REPAIR PROCESS

Thank you for purchasing Extended Warranty. This document will explain the freight and repair procedure for your item.

### Shipping Procedure

**Repair Information Form:** Please print and complete the repair information form and take this with your item to Australia post for sending.

**Consignment Note:** Please print the Consignment Note that was emailed to you and take this to the Post Office. Please follow the instructions on that consignment paperwork.

**Note: Please retain your tracking details so you can track your item.**

### What to include with your item

- Please include all accessories that came with your device
- Please include all passwords to operate device

### Do I need to back up my user data?

- We will not be responsible for any data loss.
- Please ensure you remove your memory card (micro sim data)

### CHECKLIST

- Information form completed
- Passwords and recovery CD's included
- Eparcel label printed.
- Keep tracking details.

### Apple Customers Only

To speed up your repair or replacement of your Apple product, please ensure the "find my Iphone/Ipad" feature is disabled.

In order for Revive Technologies to receive the replacement Ipad from Apple, you need to remove "find my ipad" feature from your account. Sign in to your icloud account at [www.icloud.com/find](http://www.icloud.com/find)

- You will need to enter your Apple ID (email address) and password.
- Then click on the green icon (find my iphone).
- Click on All Devices, then click on the Ipad that we have.
- Click "remove from account".

### Repair Procedure

Once we receive your device, we will log the details into our system, inspect your device for damage, investigate what accessories have arrived and assign your device to one of our experienced technicians. Our technicians will test your device using state of the art diagnostic equipment, order and fit any parts required, and run tests to ensure your device is running smoothly.

### Repair Times and Contact Details

In the event of a delay in parts arriving or questions arising regarding the device, Revive Technologies will be in contact with you.

Our aim is to have your repair completed within 10 working days of receiving your device.

Whilst we Endeavour for a 10day turnaround, ultimately timings depend on manufacturers and their parts inventories. They may have to order a special part in for your device that they do not stock, delaying the repair process.

In the event your device cannot be fixed within 10 days, you will be contacted.

In an extreme case where your Device has not been fixed within this time, you will be contacted with an explanation of the situation.

To contact Revive Technologies, please log onto [www.revivetechs.com.au](http://www.revivetechs.com.au) with your Revive Technologies job number and request an update. This will allow us to investigate your enquiry and respond within 4 working hours.

### User Data

The repair of your goods may result in the loss of any user generated data and any software programs that you have loaded. Please ensure that you have made a copy of any data saved on your device. It is important to let you know that Revive Technologies are not responsible for any loss of data during the repair process. We will make every effort to ensure your hard drive is protected during the repair process. If we cannot save your data we will return your computer restored to the original manufacturer's settings.

**Refurbished parts may be used to restore your device**

# BACK TO BASE RETURN



**Repair Information form filled out.**



**Passwords and recovery CD's included.**



**Consignment note printed**