



Return Authorisation Procedures & DOA policy

*Please note these procedures are for faulty products only. For stock rotations please contact your local representative

There are three ways to apply for a return authorisation number -

1. You can call our toll free technical support number - **1300 302 306**. One of our technicians will try and troubleshoot and diagnose the problem with you. If the product is deemed faulty a return authorisation will be given. If the item is missing parts or has a faulty power supply the technician will send the necessary replacement parts to you. Updated drivers and software revisions can also be sent.
2. For stores who do not have web or email access you can fax your request or credit claim to 03 9455 7400. We require your store details including fax number, product code and a detailed fault description. Fault descriptions such as 'Faulty' or 'Not working' will not be accepted as a legitimate fault description and your request will be rejected.
3. Our preferred and quickest method is to fill out our NEW on-line return authorisation request form. To access our on-line return authorisation request form please go to - **www.lakopacific.com** - click on the **TECH SUPPORT** tab located on the top of the page - then click on **RESELLER RETURN AUTHORISATION ONLINE FORM**. The form has provision for 6 items, if you have more than 6 items to return you will need to submit multiple requests. Once you have submitted your request you will receive a confirmation email listing the items that you would like to return and the address to send them to once you have received your return authorisation number.

***To avoid delays in processing your return please make sure that your return authorisation number is clearly marked on the address label when sending your goods.**

Lako DOA policy

- All products distributed by Lako have a 14-day DOA policy.
- Faulty products returned within this 14-day time period must have the customer's proof of purchase attached to the item.
- A credit will be given on all DOA products.
- DOA products that do not have the customer's proof of purchase attached will be repaired and sent back to the store.

If you have any questions regarding these procedures please contact Hasan on 1300 302 306