

# NINTENDO REPAIR REQUEST



Nintendo Australia Pty Limited ABN 43 060 566 083

## Contact Information / Return Address

Name: \_\_\_\_\_ Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Phone (b/h): \_\_\_\_\_ (a/h): \_\_\_\_\_ Mobile: \_\_\_\_\_

Description of your products fault: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Sent Items:

Product: (e.g. Wii, DS Lite, etc): \_\_\_\_\_ Serial No: \_\_\_\_\_

Colour: \_\_\_\_\_

### Accessories: Please send only those accessories that require/relate the repair.

Stylus: \_\_\_ Controller: \_\_\_ RF Cable: \_\_\_ A/V Cable: \_\_\_ A/C Adapt.: \_\_\_ Sensor Bar: \_\_\_

Wii Remote: \_\_\_ Wii Nunchuk: \_\_\_ Component Cable: \_\_\_

Other: \_\_\_\_\_

### Software: Please send only the games that require/relate to repair .

Game Titles: (Please List) \_\_\_\_\_

\_\_\_\_\_

**Total Items Sent:** \_\_\_\_\_

Please refer to Service Conditions on following page.

AUSTRALIA WIDE CONSUMER SUPPORT: (03) 9730 9822

804 Stud Road Scoresby Victoria 3179 Australia PO Box 804 Ferntree Gully Victoria 3156 Australia

Administration +61 3 9730 9900 Facsimile +61 3 9730 9922

www.nintendo.com.au



## Service Conditions

**WARRANTY:** IF THE PRODUCT IS COVERED UNDER WARRANTY, THERE WILL BE NO CHARGE FOR PARTS AND LABOUR. THE NINTENDO WARRANTY COVERS ALL MANUFACTURING FAULTS/DEFECTS.  
**IMPORTANT:** You must include a copy of the original sales receipt with legible purchase date for **any warranty claim on a product less than 12 months**. For non warranty repairs, we will advise of the cost of the repair prior to work commencing. Appraisal Charges may apply.  
All work is subject to the warranty terms and conditions stipulated in the manual.

**APPRAISAL CHARGE:** AFTER THE PRODUCT UNDERGOES A FULL DIAGNOSTIC TEST, AND A SPECIFIED FAULT CANNOT BE DIAGNOSED, AN **APPRAISAL CHARGE OF \$35.00 FOR Wii AND 3DS HARDWARE, \$30 FOR DSi HARDWARE AND \$25 FOR ALL OTHER HARDWARE, \$20 FOR Wii ACCESSORIES AND SOFTWARE, AND \$15 FOR ALL OTHER SOFTWARE AND ACCESSORIES** MAY APPLY.

**NON-WARRANTY:** SHOULD THE WARRANTY NOT APPLY DUE TO MISUSE, ABUSE, ACCIDENT OR WEAR AND TEAR, OR IF THE WARRANTY HAS LAPSED; A CHARGE WILL APPLY TO COVER PARTS, LABOUR AND ADMINISTRATION COSTS. SHOULD THE CHARGE BE REJECTED, THE MINIMUM APPRAISAL CHARGE WILL BE INCURRED TO COVER ADMINISTRATION AND LABOUR. REPAIRS ARE TO BE PAID FOR IN ADVANCE TO BEING RETURNED.

- ALL SERVICE WORK PERFORMED WILL BE COVERED BY THE RELEVANT NINTENDO WARRANTY.
- PAYMENT FOR ANY REPAIR WORK MUST BE RECEIVED IN FULL BEFORE COMPLETION OF REPAIR.
- NINTENDO RESERVES THE RIGHT UNDER THE VICTORIAN DISPOSAL OF UNCOLLECTED GOODS ACT 1961, TO DISPOSE OF GOODS (LEFT UNCOLLECTED FOR A PERIOD GREATER THAN 90 DAYS), TO RECOVER COSTS.
- NINTENDO RECOMMENDS BACKING UP ANY SAVE DATA TO A SD CARD, AS REPAIR MAY RESULT IN THE LOSS OF USER DATA. NINTENDO CANNOT BE HELD RESPONSIBLE FOR THE LOSS OF ANY SAVED DATA ON YOUR CONSOLE.
- GOODS PRESENTED FOR REPAIR MAY BE REPLACED BY REFURBISHED GOODS OF THE SAME TYPE RATHER THAN BEING REPAIRED. REFURBISHED PARTS MAY BE USED TO REPAIR THE GOODS
- NINTENDO AUSTRALIA PTY LIMITED (NINTENDO) COLLECTS INFORMATION FROM YOU FOR REPAIR PROCESSING & IDENTIFICATION PURPOSES. NINTENDO MAY DISCLOSE THE INFORMATION TO ITS RELATED COMPANIES OR ORGANISATIONS, WHICH PROVIDE SERVICES TO NINTENDO BUT OTHERWISE WILL ONLY USE THE INFORMATION FOR THE PURPOSE FOR WHICH IT HAS BEEN COLLECTED. IF YOU DO NOT PROVIDE THIS INFORMATION, NINTENDO WILL NOT BE ABLE TO PROVIDE YOU WITH THE GOODS OR SERVICES, WHICH YOU HAVE REQUESTED. YOU CAN GAIN ACCESS TO THE INFORMATION WHICH NINTENDO HOLDS ABOUT YOU BY CONTACTING THE PRIVACY COMPLIANCE OFFICER, NINTENDO AUSTRALIA PTY LIMITED, 804 STUD ROAD, SCORESBY VIC 3179.
- I FULLY UNDERSTAND AND ACCEPT THE CONDITIONS UNDER WHICH THIS PRODUCT HAS BEEN SENT FOR SERVICE/REPAIR.