



# NINTENDO REPAIR REQUEST

## Contact Information / Return Address

Please fill in your details below using **block letters**.

FULL NAME:		PHONE:	
ADDRESS:		MOBILE:	
SUBURB:		STATE:	
			POST CODE:
Email Address:			
FAULT DESCRIPTION:			

## SENT ITEMS:

PRODUCT (e.g. Switch, 3DS, etc):		COLOUR:	
IS PROOF OF PURCHASE ATTACHED?	YES / NO	AGE OF PRODUCT:	
SERIAL NUMBER:			
ACCESSORIES: (Please only send those accessories that require/relate to the repair)	STYLUS:	DOCK:	HDMI CABLE:
	A/C ADAPTOR:	JOY-CON:	SD CARD:
	OTHER:		
SOFTWARE TITLES: (Please only send those accessories that require/relate to the repair)			

TOTAL ITEMS SENT:	
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**Please refer to Service Conditions on following page.**

### AUSTRALIA WIDE CONSUMER SUPPORT: (03) 9730 9822



## 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. PLEASE REFER TO THE WARRANTY INFORMATION ON [www.nintendo.com.au](http://www.nintendo.com.au) FOR FULL WARRANTY DETAILS.

**APPRAISAL CHARGE:** AFTER THE PRODUCT UNDERGOES A FULL DIAGNOSTIC TEST, AND A SPECIFIED FAULT CANNOT BE DIAGNOSED, AN APPRAISAL CHARGE MAY APPLY.

**\$50.00 FOR SWITCH CONSOLE, Wii U AND Wii U GAMEPAD**  
**\$35.00 FOR Wii, 3DS, 3DS XL AND 2DS XL HARDWARE**  
**\$30.00 FOR 2DS AND DSi XL HARDWARE**  
**\$25.00 FOR ALL OTHER HARDWARE**  
**\$20.00 FOR SWITCH, Wii AND Wii U SOFTWARE AND ACCESSORIES**  
**\$15.00 FOR ALL OTHER SOFTWARE AND ACCESSORIES**

**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.
- DURING REPAIR ALL HARDWARE WILL BE UPDATED TO THE CURRENT FIRMWARE VERSION. THIS MAY RESULT IN UNAUTHORISED PRODUCTS AND/OR SOFTWARE TO NOT OPERATE WITH THE NINTENDO PRODUCT.
- 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.
- **BY SUBMITTING THIS FORM, I ACKNOWLEDGE THAT I FULLY UNDERSTAND AND ACCEPT THE CONDITIONS UNDER WHICH THIS PRODUCT HAS BEEN SUBMITTED FOR SERVICE/REPAIR.**

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