



Image Design Technology Pty Ltd  
Unit 2, 33-35 Alleyne Street  
Chatswood NSW 2067  
Phone 1300 666 099  
Fax 1300 555 069  
[www.idt.com.au](http://www.idt.com.au)  
ABN 82 082 281 543

## TECHNOLOGY DISTRIBUTORS

### How to avoid delays on urgent repairs.

Aim: To ensure your or your customers get prompt service and the minimum turn-a-round time on equipment repairs!

IDT advises sending repairs directly to IDT, without first requesting a Return Authorisation, or RA number, is not the best way to expedite your service job through our busy Service Centre.

Without calling for an RA number before shipping the package off to IDT may cause further delays in having the product repaired or replaced. IDT have no way of knowing that a package is on the way and therefore we cannot flag that an expected package hasn't arrived. It never ceases to amaze us how many freight companies are able to allow packages to have "stop overs" in undisclosed locations on their way to us.

IDT's RA process also guaranties that we have all the necessary customer contact information to ensure the job is not only processed but returned by the most efficient means available.

Here are some simple steps to follow to ensure your repair is given prompt service.

1. Call **1300 666 069 Monday to Friday 9.00am to 5.00pm** and talk to a service technician.
2. The service technician will ask for your complete contact details, name, address, phone, fax & email details and ask a few questions like - the Type, Model & Serial number of the equipment and what the problem is.
3. If they are unable to fix the problem over the phone, then they will issue an RA number for the unit to be returned to our Service Centre in Chatswood. (IDT products are sold with a return to base warranty)
4. The service technician will fax an RA form to you (you may need to add additional information on it, like serial numbers etc.)
5. When all the relevant data is entered onto the RA form, please make a copy for your records and include the original form with the goods for return. You must include the serial number and estimated date of purchase as these are required to verify the warranty status amongst other things.
6. In cases where you are returning a DOA InFocus projector, an actual copy of the end users purchase invoice will be required.

For all **Pioneer** repairs they are serviced by Pioneer direct, to contact a service centre nearest you call **1800 988 268 Nationwide**.

For all **NEC** repairs they are serviced by NEC direct, to contact a service centre nearest you call **131 632 Nationwide**.

**IDT takes no responsibility of goods shipped back without an RA form**