



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
ABN 82 082 281 543

TECHNOLOGY DISTRIBUTORS

How to avoid delays on urgent repairs.

Ensure your customers get prompt service and the minimum turn-a-round time on equipment repairs!

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 receiving for an RA number before shipping the package off to us we have no way of knowing that a package is on it's way and therefore we cannot flag that an expected package has not 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.

The 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 or to request an update to your repair.

1. Download IDT's RMA Request Form from our website www.idt.com.au or click link [RMA Request Form](#)
2. Select type of request from drop down menu.
3. Complete contact details, name, company, address, email, phone & mobile details.
4. Enter Manufacturer name then enter Model & Serial number of the equipment and what the problem is.
5. If you have a software problem enter application name & version number.
6. The service department will email an RA form to you (you may need to add additional information on it, like serial numbers etc.)
7. When all the relevant data is entered onto the RA form push the send email button at the bottom of the form to submit your request to IDT (internet access is required to submit the form). Please make a copy for your records and include the RMA Approval with the goods for return. You must include the serial number and proof of purchase as these are required to verify the warranty status amongst other things.
8. In cases where you are returning a DOA products, 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 188 397 Nationwide.

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