

Drop Off Point Instructions

1. Choose drop off location
2. Pack Laptop into box or at least its carry bag
3. Clearly label that it is coming from you (name, phone #, address etc) to Us. (you can print an address label located under link to these instructions and fill in your details)
4. Write a fault report and attach to laptop.
5. Drop off with chosen agent and they will give you a copy the book in form.
6. Drop off agent will organize courier to pick up laptop.
7. We will receive laptop, book into our system and diagnose/fix laptop.
8. Once we have information about what is wrong etc we will call and discuss. This is normally done within 1-2 days.
9. Once fixed or repair abandoned we can organize for you to pick up your laptop from our repair centre or courier it back to you directly.

Please call 1300 364 229, to discuss any of these instructions or to get further information.