|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| cid:image001.png@01D4C45F.C1D7A760   |  | | --- | |  | |  | |  | | **COM1 International Pty Ltd** | | | |
|  |  | |  | | **A.B.N 24 476 738 279** | | | |
|  |  | |  | | **53 - 55 Geddes Street, Mulgrave VIC 3170** | | | |
|  | | | | | | | | |
|  | **Customer Support Email: support@infinitygaming.com.au** | | | | | | | |
|  | **Customer Support Number: 1300 006 152** | | | | | | | |
|  | | | | | | | | |
| **Infinity WARRANTY REQUEST** | | | | | | | | |
| **Customer Details Section** | | | | | | | | |
| **Company/Contact Name:** | |  | | | | | | | |
| **Contact Number:** | |  | | | | | | | |
| **E-MAIL ADDRESS:** | |  | | | | | | | |
| **PICK-UP/DELIVERY ADDRESS:** | |  | | | | | | | |
| **CITY:** | |  | | **STATE:** | |  | **POSTCODE:** |  | |
|  | | | | | | | | |
| **Infinity Details** | | | | | | | | |
| **PRODUCT MODEL:** | |  | | | | | | | |
| **SERIAL NUMBER:** | |  | | | | | | | |
| (OPTIONAL) otherwise we will contact you for details. | | | | | | | | |
| **USERNAME:** | |  | | | | | | | |
| **PASSWORD:** | |  | | | | | | | |
| Please note: We need to gain access to the INFINITY Gaming Notebook to perform Warranty Service work. | | | | | | | | |
| Incorrect login details or no login details supplied may result in Warranty Service work being unable to be performed and the unit sent back as is. | | | | | | | | |
|  | | | | | | | | |
| **FAULT DESCRIPTION** | | | | | | | | |
|  | | | | | | | | |
|
|
|
|
| * **Please be advised this is request for Return Authority.** Please do not send the good back until an RA number is issued by our warranty department. You will receive another email with your RA number. | | | | | | | | |
| * Please complete the above section of this form and email back with customer's proof of purchase (Invoice) to **infinitywarranty@com1.com.au** and **ATTN: RA DEPARTMENT (serial number and product model) in subject heading.** | | | | | | | | |
| **\*IMPORTANT\* PLEASE DO ALL NECESSARY BACK-UP BEFORE REQUESTING REPAIRS/PICK-UP. WE ARE NOT RESPONSIBLE FOR ANY DATA LOSS.** | | | | | | | | |
| Warranty is an assurance from the manufacturer that the product will function according its specification for a defined period of time when used under normal operating conditions. When defects have occurred which are obviously caused by misuse, INFINITY will not take responsibility for it. When a product is sent in for warranty service and the service centre notices any form of user damage, it will be refused for normal warranty repair and will offer the possibility of a charged repair. The customer will receive a quotation and when agreed for, the service centre will repair the product after the required payment has been received. | | | | | | | | |
| RA number will be issued within 24 hours after your reply and upon receiving all required information, if you still have not received a reply please contact our Technical Support Hotline on 1300 006 152 (Monday- Friday between 9:00am to 5:30pm EST) | | | | | | | | |
| If you need any assistance in regards to any of the technical questions or checks please feel free to contact us on 1300 006 152 and ask for technical support | | | | | | | | |

INTERNAL USE BELOW ONLY DO NOT FILL IN  
RAM SSD POWER PK OS COND. POOR GOOD EXCELLENT