



CAPTION ENTERPRISES PTY LTD  
AUTHORISED REPAIR CENTRE

## CUSTOMER NOTICE

- ❖ Fill the CPI Form before handing over the unit for booking
- ❖ Furnish all correct details in the CPI form especially the passwords to serve better. If passwords are not provided by customer, it is not possible to test all the sub systems like USB, Ethernet Port etc. Caption Enterprises will not be responsible for any Re-Repair because of this.
- ❖ Provide the exact problem so that the repair will be effective. General problem like “Not Working, Complete Check etc will not be acceptable.
- ❖ A Signed copy of Hard Drive Policy to be given to the call agent for PC/Laptop/Server booking
- ❖ While booking the Unit, Call agent will look for cosmetic check only. Any Customer Induced Damages will be intimated to the customer within 3 business days from the booking date along with the actual damage and a quote for repair
- ❖ No Warranty for Physical Damage/liquid spillage etc.
- ❖ If the unit is not under HP /Lenovo / Epson / Asus / Dell warranty (as per Manufacturer or OEM), the unit will not be accepted for warranty booking. Copy of the OEM Warranty details can be obtained from call agent if required. Customer needs to provide valid Proof of Purchase to book the unit under warranty.
- ❖ Customer has to take back up of the Data before handing over the unit for Repair. Caption Enterprises will not be responsible for any data loss during the course of repair process
- ❖ Original Signed Job Card to be produced at the time of collecting the unit.
- ❖ Please test your repaired unit at our testing center before leaving the office.
- ❖ For all Out of Warranty Repair, a quote will be sent to the E-Mail address provided , within Four Business Days. Customer has to approve the quote and also to produce the proof of payment before the expiry of quote validity. Repair Process will start only after getting the payment confirmation. No Refund will be given, if customer cancel the order.
- ❖ Call out to site to diagnose a problem will be charged at **P400** minimum for out of warranty and in warranty support (onsite)
- ❖ Diagnosis of any equipment will be charged at **P400** (out of warranty products)
- ❖ All Special Part ordering will be non-Cancellable.
- ❖ All devices not collected within 15 days from notification by either mechanism – WhatsApp, Email, Phone Call, SMS or chat services will be subjected P25 Storage Charges from the 16<sup>th</sup> Day of non-collection or non response will be subjected to Per day P25 charges.