

01

RETURN DEVICE TO IDECO WITH
FAULT DESCRIPTION

SELECT SERVICE LEVEL OPTION
(FAST TRACK, STANDARD OPTION ETC.)

02

03

IDECO WILL ISSUE GOODS RECEIVED
NOTE WITH TRACKING NUMBER

AFTER ASSESSMENT,
IDECO WILL SEND YOU A QUOTE

04

05

ON ACCEPTANCE, TRACK PROGRESS

REPAIR COMPLETED

06

07

PAYMENT AND COLLECTION

STANDARD

TERMS AND CONDITIONS

ALL ITEMS SUBMITTED TO THE IDECO REPAIR CENTRE WILL BE SUBJECT TO THE FOLLOWING TERMS AND CONDITIONS:

- ▼ NON-CHANNEL PRODUCTS SUBMITTED TO IDECO FOR REPAIRS WILL NOT QUALIFY FOR OUR DISCOUNTED REPAIR RATES.
- ▼ PRODUCTS DISCONTINUED BY THE MANUFACTURER WILL BE REPAIRED USING BEST EFFORT.
- ▼ PRODUCTS DAMAGED BEYOND THEIR ECONOMICAL REPAIR VALUE WILL BE QUOTED AS BER - (RECOMMEND SCRAP).
- ▼ ALL REPAIRS WITH A PART COST LOWER THAN R550 WILL AUTOMATICALLY BE COMPLETED.
- ▼ REPAIR QUOTES ARE VALID FOR 14 DAYS.
- ▼ PRODUCTS NOT COLLECTED WITHIN THREE MONTHS AFTER QUOTATION DATE WILL BE SCRAPPED TO DEFRAY STORAGE COSTS.
- ▼ CASH ACCOUNT HOLDERS SHOULD MAKE ALL DUE PAYMENTS IN ADVANCE PRIOR TO COLLECTING REPAIRED UNITS.
- ▼ REPAIRED UNITS WILL CARRY A THREE MONTHS IDECO WARRANTY ON WORK DONE.
- ▼ THE IDECO WARRANTY & REPAIR PROGRAM IS ONLY APPLICABLE TO PRODUCTS SUPPLIED BY IDECO AND REGISTERED ON OUR STOCK SYSTEM.
- ▼ PROGRESS OF REPAIRS CAN BE TRACKED VIA WWW.IDECOTECH.CO.ZA

