



Matrix Business Technology

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Suite 102, Level 1, 755 George Street
Capitol Terrace, Sydney NSW 2000

Return Procedures

Please contact the place of purchase for return procedures. If customer purchased product(s) directly from Matrix Business Technology, then customer shall return the product(s) to Matrix Business Technology pursuant to the following terms. Customer must obtain a Return Material Authorization ("RMA") number by calling customer service at 612-9280-0880. Returned products should be shipped to the following address:

Matrix Business Technology
Attn: RMA Dept - RMA# _____
Suite 102, Level 1,
Capitol Terrace, 755 George Street,
Sydney NSW 2000 Australia

Customer shall return the products to Matrix Business Technology in the original packaging and enveloped in the original antistatic bags. Matrix Business Technology will not be responsible for damaged parts if customer does not follow this process. Please retain shipping information including tracking numbers, until Matrix Business Technology has credited your account or replacement product is received. If Matrix Business Technology determines that failure of the product(s) was not a result of a defect in materials or workmanship, Matrix Business Technology reserves the right to charge customer for parts and labor at Matrix Business Technology's then current labor rate or charge customer a 20% restocking fee. Matrix Business Technology will advise customer prior to assessing these charges.

For technical support, call Matrix Business Technology's Customer Service telephone number at 612-9280-0880, or e-mail Matrix Business Technology at support@mbtech.com.au

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