

**DIRECT IMPORTS (NZ) LTD**  
**RETURN AUTHORISATION POLICY AND PROCEDURE GUIDE FOR**  
**PRO AUDIO**

All requests for Goods to be returned to Direct Imports must be addressed to:

Service Division  
Direct Imports (NZ) Ltd  
203 Nelson Street South  
Hastings

Direct: 06 8737095 or 06 8737094  
Fax: 06 8737098  
email: [service@direct-imports.co.nz](mailto:service@direct-imports.co.nz)

**1.0 The Process**

- 1.1 All requests for goods to be returned to Direct Imports, must be lodged on a RA form in writing by fax or email to the contact number and email address provided above.
- 1.2 For Direct Imports to consider any request, the retailer must provide the completed RA Form by fax or email.  
Please log on to [www.directimports.co.nz](http://www.directimports.co.nz) and go to Service/Warranty section or contact our Service Division to obtain blank copies of the RA form.
- 1.3 Upon receipt of the completed RA Form, our Service division may call you to seek further information and/or clarification, where necessary.
- 1.4 If the request to return product is approved an RA Number will be issued and advised to you. The Goods are now ready to be returned to Direct Imports.
- 1.5 Please ensure Only ONE RA form per item.
- 1.6 Please forward the goods along with the RA form and all other relevant documentation to the above address.
- 1.7 **Direct Imports will not accept any returns of goods to any of its Warehouses, Offices or Service centres without an Authorised RA number being stated on the delivery docket/consignment note. RA numbers should be clearly marked on the outside of each carton.**

## **Direct Imports (NZ) Ltd PRO Limited Warranty**

Products imported and distributed by Direct Imports (NZ) Ltd are warranted against defects in materials and craftsmanship by the Manufactures who supply the products to Direct Imports.

Direct Imports passes onto the original Purchaser these warranties which are outline below and subject to the limitation and terms below.

### Warranty Coverage

- Replacement or Repair of parts and/or product suffering from defects and craftsmanship as deemed appropriate by Direct Imports.
- The warranty is applicable from the original date of purchase for the period as outlined in Schedule A for each brand.
- Any return of products under a warranty claim must be authorised by Direct Imports and acceptance of any such claim is subject to acceptance by the manufacturer and/or Direct Imports at Direct Imports election and freight must be paid by the claimant.
- Proof of Purchase must be supplied to Direct Imports along with a completed RA form for all warranty claims.
- This warranty excludes any Manufacture's extended warranties, they must be registered directly online with the Manufacture by the Purchaser at the time of purchase. Direct Imports will assist in the processing of any such claim but gives no warranty in relation to them.
- This warranty is not assignor and is personal to the original Purchaser.
- Direct Imports does not accept responsibility for the loss of use while the equipment is being repaired nor cost incurred to facilitate the repair

### Warranty Exclusion

The warranty excludes the following: -

- Damage, deterioration, or malfunction resulting from an accident, misuse, abuse, negligence, neglect, or normal wear.
- Modification or Alterations to the product
- For any consequential, special, or indirect damages, economic loss, and property damage.
- Transportation costs
- This warranty is not applicable if the product has been purchased from other than a dealer authorised by Direct Imports or imported into New Zealand by a company other than Direct Imports
- Damages resulting from shipping which are outside of the control of Direct Imports.

### Warranty Voidance

The warranty will be considered void under the following circumstances: -

- The warranty shall be void if damaged resulted from service, maintenance, or repairs by any third party not specifically authorised by Direct Imports.
- The warranty shall become void if damaged resulted from failure to follow instruction contained in the products owner's manual
- If the products serial number has been removed, altered, or defaced.

<b>Schedule A</b>	
<b>Brand</b>	<b>Limited Warranty Period</b>
Adamson	5 Years
Audac Electronics	3 Years
Audac Loudspeakers	5 Years
Beyerdynamic	2 Years
Cameo	2 Years
dB Technologies	3 Years
DPA Microphones	2 Years
PreSonus	1 Year
PreSonus Series III & III S Mixers	3 Years
Tascam	1 Year
RCF Audio	3 Years