

WARRANTY PROCESS



If A Customer Comes To You For Assistance With An Elecbrakes System, Please Follow The Steps Below.

1. Contact the Elecbrakes Tech Team on **1300 516 248** to inform us of the issue.
 - a. Purchase date, A copy of the purchase receipt will be needed to verify the warranty period.
 - b. If you are testing and have authorisation to assess and determine replacement, please contact us at this point and we will work with you to obtain the information from your testing to determine replacement.
 - c. We do require verification of the issue/fault. We may request you send any unit to us directly for our own testing & analysis to be confirmed. We will ensure this is done same day we receive the return to limit delay.
 - d. You may also refer these customers to us directly. We will assist them and work through the warranty process with them.
 - e. We will always be here to assist you with any question or requirement.
2. If you need to return any system to us directly for testing or replacement.
 - a. All returns/Warranties to be sent to, **Elecbrakes Pty Limited
Warranty Department
878 Pacific Hwy
Lisarow, NSW, 2250**
 - b. Elecbrakes will test this system immediately on arrival to factory and we will advise the results and the appropriate action to you within 24 hours of receiving your unit. We can even return the unit to your customer
3. If we send you a replacement unit with a return bag (to return any unit you may have tested and exchanged) we will require the faulty unit be returned to us within 20 days. We will need to charge you for the replacement unit if we do not receive it to verify the warranty exchange. **We will always contact you before we get to this point.**

Our aim is to keep everyone moving and to minimise any down time. Your customers are our customers. **Call us on 1300 516 248** to speak to our tech team for any assistance.

ORDER PROCESS



To Place An Order With Elecbrakes, Simply Follow The Steps Below To Ensure Quick And Easy Service.

1. Please send your purchase order to the email address:
orders@elecbrakes.com.
Purchase order detailing your order is needed to include the following;
 - a. An authorised contact's full name and phone number
 - b. Delivery Address
 - c. Listing products to purchase, by detailing SKU (Product code).
 - i. SKU (product code)
 - ii. Product Name
 - iii. Quantity
2. Depending on your account setup;
 - a. You'll receive a proforma invoice if payment required prior to dispatch,
 - b. If you have a payment term account, a Tax invoice will be emailed to you.
3. Payments can be made via credit card over the phone or direct bank transfer
 - a. To pay over the phone please contact our team on **1300 516 248**.
 - b. Direct bank transfer details can be located on your invoice. If using direct bank transfer, please forward remittance advice to orders@elecbrakes.com (Must be a bank remittance for same day dispatch).

**WE ENSURE ALL ORDERS ARE
DISPATCHED WITHIN 24 HOURS**

As we dispatch same day, please email your order to orders@elecbrakes.com early enough to ensure it doesn't miss Mr Postman. We are unable to take orders (Trade) over the phone as we do require a purchase order. This is for your security and ours.