

# NOVAS

## SERVICE / WARRANTY REQUEST FORM

Contact name	
Address	
Contact phone	
Email	

Requested by	
Contact name	
Contact phone	
Email	

Original PO	
If you purchased this product via distributor, please provide PO # or certificate of occupancy as well as Project Name	

### **PRODUCTS TO BE SERVICED:**

Product code	Fault description	Qty	Location (ie. Kitchen, laundry, a part# etc.)

### **BRIEF DESCRIPTION OF THE SERVICE ISSUE:**

--

Please attach any photos or short video of the issue (max. file size 30MB).

# NOVAS

## SERVICE / WARRANTY REQUEST FORM

### Warranty process

1. Send this completed form to [aftersales@novas.com.au](mailto:aftersales@novas.com.au)
2. If possible, an image or video of the fault would be appreciated as this assists us to identify the issue quickly (max. file size 30MB)
3. A Novas representative will contact you to arrange a time to inspect the product and work with you to rectify any issues. Please note that this must be conducted within standard working hours.
4. In the case that the issue has arisen after hours and possess a risk to the occupant of the unit please contact the below Novas Service Agent to arrange a tradesperson to rectify the issue.

Please note:

For Novas products, if it is not determined to be a product warranty the cost of repair will be billable to the originator of the call.

### 24/7 SERVICE AGENTS – DOORWARE

VIC	NSW	QLD
<b>Wynns Locksmiths Preston</b> <a href="mailto:keys@wynnslocksmiths.com.au">keys@wynnslocksmiths.com.au</a> ph: 03 9495 1122	<b>Apex Locksmiths Marrickville</b> <a href="mailto:projects@apexlocksmiths.com.au">projects@apexlocksmiths.com.au</a> ph: 02 9569 4807	<b>SPL Security solution Bundall</b> <a href="mailto:brettg@spl.com.au">brettg@spl.com.au</a> ph: 07 5588 8111
SA	ACT	WA
<b>Magill Locksmiths Gylnde</b> ph: 08 8365 5066	<b>ASI Locksmiths Belconnen</b> <a href="mailto:admin@asilocksmiths.com.au">admin@asilocksmiths.com.au</a> ph: 02 6251 1233	<b>A1 Locksmiths Morley</b> <a href="mailto:djones@a1locksmiths.com.au">djones@a1locksmiths.com.au</a> ph: 08 9370 2943
TAS		
<b>Access Hardware</b> ph: 03 6324 4900		

### 24/7 SERVICE AGENTS – KITCHEN & BATHROOM

ALL states (except VIC)	VIC
<b>T2 Services</b> <a href="mailto:jobs@t2services.com.au">jobs@t2services.com.au</a> ph: 07 5596 6588	<b>MS Plumbing</b> <a href="mailto:info@msplumbing.com.au">info@msplumbing.com.au</a> Matthew 0438 066 598 Anthony 0408 504 005