

In our Melbourne Factory, we rejoice in your equipment's unique story and seek to preserve its life on the trail through our servicing and repairs program. Make it **good**. Make it **work**. Make it **last**.

Please enclose the completed form with your goods and attach the address label below to the package.

## CUSTOMER DETAILS

Name | \_\_\_\_\_

Email | \_\_\_\_\_ Ph | \_\_\_\_\_

Address | \_\_\_\_\_

## PRODUCT DETAILS

Model | \_\_\_\_\_

Colour | \_\_\_\_\_ Size | \_\_\_\_\_

### How can we help?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Head Office:** 650 Somerville Rd  
Sunshine West VIC 3020

Phone **+613 9311 5244**

Email **sales@oneplanet.com.au**

Visit **oneplanet.com.au**

- **SEND YOUR GEAR CLEAN** We care about the health and safety of our employees and the longevity of our machinery, so please ensure your gear is clean and dry before sending it in. A cleaning and disinfection charge may apply for soiled equipment.
- **POSTAGE** We are not responsible for items missing in transit and highly recommend using a service that allows tracking.
- **ASSESSMENT AND QUOTATION** once we have received and assessed your gear. We will contact you to discuss options including price, repairs and warranty replacement/repair.
- **TURN AROUND TIME** Servicing and repairs usually takes 10-15 working days to complete. Please allow ample time for shipping at both ends. If you need your gear by specific date, please let us know. \_\_/\_\_/\_\_
- **PAYMENT** Once the quote has been accepted and work completed, we'll contact you with an invoice, prior to return shipping.



### DELIVER TO:

**ONE PLANET**

Att: Repairs

**650 Somerville Road**

**Sunshine West VIC 3020**

### SENDER:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_