

Oricom Warranty Returns Process

STEP 1

Contact Oricom Support

Call 02 4574 8888 8am to 6pm Monday to Friday (AEST)

STEP 2

Oricom Evaluates Claim

Oricom support will evaluate warranty claim, provide an (RA) Return Authorisation number (if needed) and advise next steps.

STEP 3

Return

Return unit complete with paperwork and RA number clearly marked on outside of parcel.

STEP 4

RA (Return Authorisation)

TIP 1: Stores should not accept goods back for credit unless the customer fulfills the warranty criteria.

TIP 2: By issuing a RA number, Oricom does not guarantee credit, repair or replacement. It is only an authorisation by Oricom to return a product for assessment.

WARRANTY CRITERIA

- Valid fault.
- No damage or abuse.
- Within our warranty period.
- Valid copy of proof of purchase.

WARRANTY PERIOD

A warranty replacement does not restart our warranty period. The warranty continues from the original date of purchase.

*For battery related faults, contact Oricom support.