



## Wacom Service Request Form

**To Obtain Service or Repair for Your Product:** Please complete (including with your full ticket Number) and sign this Service Request Form and send it back to Wacom Customer Care (this can all be done electronically, including using an electronic signature). Once the Service Request Form is accepted by Wacom, Wacom will issue you with a RMA (return authorisation) number. This RMA is an important number as it helps us track and deal with your repair or service.

Ticket Number: #

Date:

### Customer Information

Full Name:

Email:  Phone:

Address:

Suburb:  State:

Post Code:  Country:

### Product Information

Model/Size:  Serial No:

Date of Purchase:  Store of Purchase:

Fault Description:

Any other information you would like us to know:

*(i.e. date of fault, error messages, frequency of occurrence, related apps, actions taken before service request, any other details etc.)*

When sending your Wacom product for Service, please include all original accessories.

I am including:

Tablet    Pen    AC Adapter/Cables    Video Cable    USB cable    Stand    Case/Sleeve

Other:

### IMPORTANT CUSTOMER INFORMATION AND LIMIT OF LIABILITY

- **Avoid Losing Data:** During the process of repair or service, some or all of your apps, images, photos, music and other information (including software and user generated data) on the product may be lost. Also, Wacom may re-install your product's original software configuration while we are performing any repair or service, which will result in the deletion of your software, apps, images, photos, music, data and other information. Wacom does not take a backup of your software, apps, images, photos, music, data or other information prior to commencing any repair or service. **TO AVOID THE LOSS OF YOUR SOFTWARE, APPS, IMAGES, PHOTOS, MUSIC, DATA AND OTHER INFORMATION, YOU SHOULD TAKE A FULL BACKUP AND STORE THE BACKUP ON ANOTHER DEVICE PRIOR TO SENDING THE PRODUCT BACK TO US FOR REPAIR OR SERVICE.** You will need to re-install your software, apps, images, photos, music, data or other information once we return your product to you (or any replacement that we may send you).
- **Process for Sending Products Back to Wacom:** Prior to sending any product back to us, please remove any protective films or other accessories, as we do not take responsibility for looking after them or returning them to you. You should then put the product and all the accessories that came with it at the time of the original purchase, into the original packaging or other sturdy packaging that will ensure they are delivered to Wacom in the same state as it was when they left you. We recommend that you insure the product and accessories for their replacement cost whilst they are in transit. Wacom is not responsible for any loss or damage to the product or its accessories that is caused by an independent third party like the post, recognised courier or shipping company. You must include your RMA number with your product when you return it to us. Where we send you a pre-paid courier docket from an independent courier service to facilitate the return, you must stick that docket securely on the outside of your package, follow any shipping instructions provided to you and use that courier service to send the product and its accessories back to us.
- Some Wacom Service Centres only have the capacity to receive deliveries via post, recognised courier or shipping company. Walk-in customers may not be accepted in all Service Centres. Please contact Wacom Customer Care to confirm whether Walk-ins can be made at your local Service Centre.
- **Replacement Goods and Parts:** Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. You agree Wacom will own any goods or parts that we have replaced, and that they will not be sent back to you.
- **Liability for Repairs and Service:** To the extent permitted by law, Wacom's liability for any loss, damage or expense whether arising in contract, tort (including negligence) or otherwise, is limited to an amount of \$5,000. For repairs or services for customers located in Australia, Wacom's liability for breach of any statutory guarantee under sections 60-62 of the Australian Consumer Law, for services other than of a kind ordinarily acquired for personal, domestic or household use or consumption, is limited to supplying the services again or the payment of the cost of having the services supplied again.

Accepted by customer:   
*(signature)*

Date:

Pw/PIN: