

Title: \_\_\_\_\_ Name: \_\_\_\_\_

Surname: \_\_\_\_\_

ID number (person to receive unit): \_\_\_\_\_

Store purchased from: (please attach proof of purchase)

Fault: \_\_\_\_\_

Model: PRO (20GB)  CORE  ARCADE  ELITE  PRO60

Unit model number: \_\_\_\_\_ Console serial number: \_\_\_\_\_

Cell number: \_\_\_\_\_

Tel work: \_\_\_\_\_

Email address: \_\_\_\_\_

Address during working hours for collection/delivery:

Street: \_\_\_\_\_

Suburb: \_\_\_\_\_

City: \_\_\_\_\_ Code: \_\_\_\_\_

Microsoft reference number (if applicable): \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

## FOR OFFICE USE:

Authorization number: \_\_\_\_\_

Received date: \_\_\_\_\_

Dispatched date: \_\_\_\_\_ Waybill#: \_\_\_\_\_



## Xbox360 After-Sales Support Procedure

You no longer need to go back to the retailer where you originally purchased the product if you have any in-warranty problems with your Xbox360. The replacement unit will be sent directly to you via courier, and at the same time the courier will pick up your faulty unit. The process is subject to the terms and conditions of your Xbox360 Warranty.

### Your Xbox360 Warranty:

- 1 year warranty for manufacturing defects and faulty parts
- 3 year warranty for "hardware failure" (3 Flashing red lights)

Please check <http://www.xbox.com/en-GB/support> for full details on your warranty, or refer to the supplied warranty card.

**Note: if any of the seals on your Xbox360 are broken, your warranty is void. Lightning strikes and power surges are NOT covered by your warranty. Power Supplies are COD replacements. International consoles and out-of-warranty claims are chargeable.**

### Procedure

- 1) Complete the Warranty Procedure Claim Form, and have your "Proof of purchase"
- 2) Contact the Service Centre for an "Authorization number" using one of the following methods:
  - a. Call: 0861XBOX360 (08619269360)
  - b. Email: [Xbox360support@midigital.co.za](mailto:Xbox360support@midigital.co.za)
  - c. Fax the Form and Proof of purchase to any of the following: 086 686 9058 / 086 682 3488 / 086 523 3293 / 086 629 8599 / 086 553 7406

This "Authorization number" is a very important number and will be used to track the exchange process. An "Authorization number" will only be issued if the proof of purchase is sent through, and if your Xbox360 falls within the warranty periods.

### Timeline

48 hours: Within 48 hours of you supplying the correct and complete information, you will be notified of your "Authorization number". (Week days only)

5 working days: within 5 working days of receiving your "Authorization number", you should have your new console delivered to you, subject to stock availability. If it's not delivered within this timeframe, call 0860XBOX360 for an update.

### What will we deliver:

The replacement hardware unit only

Please remove your hard-drive/memory card and keep all your other accessories. No accessories i.e. controllers, power supplies, cables will be exchanged or accepted by the courier company.

### What if you are not there when we try to deliver:

It is important to note that the courier company will only attempt TWO deliveries to address you confirmed when you registered your claim. You will be liable for a R500 delivery charge per delivery attempt thereafter.

**CONTACT US:**

**0861 XBOX360 / [xbox360support@midigital.co.za](mailto:xbox360support@midigital.co.za)**