



ARGOS AFTER SALES

Product Repair Instructions - Repair Agent Copy

Repair Ref: AS198846

Collection and Packaging Instructions

This item will be sent to the repair agent by Agents Own Courier.

Please ensure a collection has been booked.

The repair must be suitably packaged in a sealed box or postal bag, not using the correct packaging may result in the collection being refused.

Repair Agent Details

Name	NINTENDO UK	Tel.	0345 605 0247
Address	Repair Tech Ltd Unit 4B Westfield Road Kineton Ind Estate. Southam Warwickshire	Email address	customer-support@nintendo.co.uk
Postcode	CV47 OJH		

Customer Details

Name	F767 J687	Mobile Tel.	None
Address	FLAT 24A, BEVERLEY COURT 13 KINGSTON HILL london surrey	Home Tel.	None
Postcode	SW20 0AE	Email address	sdh@co.uk

Store Details: 10001

Store Name	Fixzone Support	Phone	020 3141 9882
Address	5a Surbiton Hill Road Surbiton Surrey		
Postcode	KT6 4TW	Job Booked By	N/A

Product Details

Cat No.	5668966	Purchase Date	23/06/2016
Product Description	Nintendo DSi Console - White.	Serial No.	1243588
Supplier	NINTENDO UK		
Additional fields	Console Colour	green	
	Accessories	8899	
	Nintendo reference	RMA.24343	

Description of Issue (In Warranty Repair)

Fault Reported By Customer	fdd
	Has media been removed? Yes
	Has data been saved to external hard drive, disc or USB? Yes
Condition from Customer	

Repair Details

Booking Date	22/07/2016 11:58:13	Date Product Received	-
--------------	---------------------	-----------------------	---



ARGOS AFTER SALES

Repair Note - Customer Copy

Repair Ref: **AS198846**

Thank you for your visit to our store. We're sorry that you have had problems with your product.

Your product will be sent to one of our trusted repair agents who will investigate the issue. They will repair the product or, if that's not possible, give you a replacement or a refund.

Customer Details

Name	F767 J687	Mobile Tel.	None
Address	FLAT 24A, BEVERLEY COURT 13 KINGSTON HILL london surrey	Home Tel.	None
Postcode	SW20 0AE	Email address	sdh@co.uk

Important Notice

Please check that you have received your initial booking email from us. If you haven't received this then please check that the email hasn't ended up in your Spam filter. Please add it to your allowed list so that you can receive updates from us regarding your repair/service.

Store Details

Store Name	Fixzone Support	Job Booked By	
Address	5a Surbiton Hill Road Surbiton Surrey		
Postcode	KT6 4TW		

Product Details

Cat No.	5668966	Purchase Date	23/06/2016
Product Description	Nintendo DSi Console - White.	Supplier	NINTENDO UK
Additional fields	Console Colour	green	
	Accessories	8899	
	Nintendo reference	RMA.24343	

Description of Issue

Fault Reported By Customer fdd
Has media been removed? Yes
Has data been saved to external hard drive, disc or USB? Yes

Condition of Product on Receipt from Customer

Repair Details

Repair Agent	NINTENDO UK	Booking Date	22/07/2016 11:58:13
--------------	-------------	--------------	---------------------

REPAIR TIME FRAME

Whilst we endeavour to have your repair completed and returned within 7-10 working days, due to geographical limitations, sourcing the correct accredited repair agent and replacement parts this may take up to 21 days.

If your repair is due to take 21 days or longer we will endeavour to contact you and advise on further actions and any next steps.

NEXT STEPS

We will contact you either by text message, email or telephone to let you know that your product is back in store and ready to collect. If we propose the make a charge for repair, you will be advised beforehand to that you can confirm whether the repair should proceed. Your statutory rights remain unaffected.

You have left the item described in this Agreement with us for repair. If you have provided a mobile phone number we will text you when your item is ready to collect. Alternatively, we will telephone you using the number you have provided on this document.

We agree:

1. If a repair is chargeable, we will let you know how much it will cost. Some items are repairable for a fixed fee, payable in advance. Other items will need to be sent away for an estimate. Once we know, we will let you know the likely repair costs and you can confirm whether you'd like us to proceed with the repair. Your statutory rights are unaffected.

2. If the item cannot be repaired we will let you know and will, unless you tell us you do not want the item returned (in which case we will destroy it), arrange for the item to be returned to store for collection.
3. If the item can be repaired and you choose not to go ahead, a screen postage and labour charge may apply.

By signing this Agreement and leaving your item with us you agree:

1. To pay any fixed fee repair cost in advance.
2. To pay for any repair costs you have agreed should be carried out
3. To pay a screening, postage and labour charge where a chargeable repair could be undertaken but you choose not to go ahead. We may ask you to pay this amount in advance. (Where applicable).
4. Goods will be returned to you on payment of outstanding charges.
5. All items, will be collected by you from us within 3 months of the date of this Agreement. If you fail to collect the goods then you agree the items will be destroyed, without any liability to you. We reserve the right to claim any unpaid charges from you.

Your personal data will be used **only** in relation to the repair of your product. We will use it to contact you by telephone or email to let you know your product is available for collection. For More information about how we process personal data and your rights in relation to it please visit <https://www.argos.co.uk/help/privacy-policy/>

Signed
Print Name
Date

Witnessed By
Print Name

I confirm that I have received my product.

Signed
Print Name
Date

Witnessed By
Print Name



ARGOS AFTER SALES

Repair Note - Store Copy

Repair Ref: AS198846

Customer Details

Name	F767 J687	Mobile Tel.	None
Address	FLAT 24A, BEVERLEY COURT 13 KINGSTON HILL london surrey	Home Tel.	None
Postcode	SW20 0AE	Email address	sdh@co.uk

Store Details

Store Name	Fixzone Support	Job Booked By	
Address	5a Surbiton Hill Road Surbiton Surrey		
Postcode	KT6 4TW		

Product Details

Cat No.	5668966	Purchase Date	23/06/2016
Product Description	Nintendo DSi Console - White.	Supplier	NINTENDO UK
Additional fields	Console Colour	green	
	Accessories	8899	
	Nintendo reference	RMA.24343	

Description of Issue

Fault Reported By Customer fdd
Has media been removed? Yes
Has data been saved to external hard drive, disc or USB? Yes
Condition of Product on Receipt from Customer

Repair Details

Repair Ref.	AS198846	Booking Date	22/07/2016 11:58:13
Repair Agent	NINTENDO UK		

REPAIR TIME FRAME

Whilst we endeavour to have your repair completed and returned within 7-10 working days, due to geographical limitations, sourcing the correct accredited repair agent and replacement parts this may take up to 21 days.

If your repair is due to take 21 days or longer we will endeavour to contact you and advise on further actions and any next steps.

NEXT STEPS

We will contact you either by text message, email or telephone to let you know that your product is back in store and ready to collect. If we propose to make a charge for repair, you will be advised beforehand so that you can confirm whether the repair should proceed. Your statutory rights remain unaffected.

You have left the item described in this Agreement with us for repair. If you have provided a mobile phone number we will text you when your item is ready to collect. Alternatively, we will telephone you using the number you have provided on this document.

We agree:

1. If a repair is chargeable, we will let you know how much it will cost. Some items are repairable for a fixed fee, payable in advance. Other items will need to be sent away for an estimate. Once we know, we will let you know the likely repair costs and you can confirm whether you'd like us to proceed with the repair. Your statutory rights are unaffected.

2. If the item cannot be repaired we will let you know and will, unless you tell us you do not want the item returned (in which case we will destroy it), arrange for the item to be returned to store for collection.
3. If the item can be repaired and you choose not to go ahead, a screen postage and labour charge may apply.

By signing this Agreement and leaving your item with us you agree:

1. To pay any fixed fee repair cost in advance.
2. To pay for any repair costs you have agreed should be carried out
3. To pay a screening, postage and labour charge where a chargeable repair could be undertaken but you choose not to go ahead. We may ask you to pay this amount in advance. (Where applicable).
4. Goods will be returned to you on payment of outstanding charges.
5. All items, will be collected by you from us within 3 months of the date of this Agreement. If you fail to collect the goods then you agree the items will be destroyed, without any liability to you. We reserve the right to claim any unpaid charges from you.

Your personal data will be used **only** in relation to the repair of your product. We will use it to contact you by telephone or email to let you know your product is available for collection. For More information about how we process personal data and your rights in relation to it please visit <https://www.argos.co.uk/help/privacy-policy/>

Signed
Print Name
Date

Witnessed By
Print Name

I confirm that I have received my product.

Signed
Print Name
Date

Witnessed By
Print Name