|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Image00001.jpg | | | | | | | | | | | |  | | **ARGOS AFTER SALES** | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | **Product Repair Instructions - Repair Agent Copy** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | **Repair Ref:** | | | | | | **AS198846** | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Collection and Packaging Instructions** | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Image00002.jpg | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **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. | | | | | | | | |  | | | | | | | | | |
| Supplier | | | NINTENDO UK | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |
| Additional fields | | | | | | |  | Console Colour | | | | | | | | |  | green | | | | | | | | | | | | | | | | | | | | 1243588 | | | | | | | |
|  | | |  | | | | | 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 | | | | | | | | | | - | | | | | | |  | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| AS198846 | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | **Repairer Copy** | | | | | | | | | |
| Image00001.jpg | | | | | | | | | | | |  | | **ARGOS AFTER SALES** | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | **Repair Note - Customer Copy** | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | **Repair Ref:** | | | | | | **AS198846** | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Image00003.jpg | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
| **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 | | | | | | | | | | | | | | | |  | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Image00004.jpg | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | |
| **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 | | | | | | |  | | | | | | | | | | | | | | |  | |
| Additional fields | | | | | | |  | | Console Colour | | | | | | | | |  | green | | | | | | | | | | | | | | | | | | | | NINTENDO UK | | | | | | | | | |
|  | | | | | | | | | 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 | | | | | | |  | |
|  | | | | | |  | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| AS198846 | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | **Customer Copy** | | | | | | | | | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | | | | | | | | | | | | | | | | | |  | |  | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | |  | |  | | | | | | | | | | | | | |
|  | | Signed | | | | | | | | | | | | | | | |  |  | |  | Witnessed By | | | | | | | | | | |  | |
| Print Name | | | | | | | | | | | | | | | |  | | Print Name | | | | | | | | | | |
| Date | | | | | | | | | | | | | | | |  | |  | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | |  | |
|  | | | I confirm that I have received my product. | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | |  | |  | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | |  | |  | | | | | | | | | | | | | |
|  | | Signed | | | | | | | | | | | | | | | |  |  | |  | Witnessed By | | | | | | | | | | |  | |
| Print Name | | | | | | | | | | | | | | | |  | | Print Name | | | | | | | | | | |
| Date | | | | | | | | | | | | | | | |  | |  | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | |  | |
|  | | | | | | | | | | | | | | | | | | |  | |  | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| AS198846 | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | **Customer Copy** | | | | | |
| Image00001.jpg | | | | | | | | | |  | **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 | | | |  | | | | | | | |  | |
| Additional fields | | | | | | |  | Console Colour | | | |  | green | | | | | | | | | | | | | | | NINTENDO UK | | | | |
|  | | | | | | | | 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 | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
|  |  |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| AS198846 | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | **Store Copy** | | | | | |

**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 collet.

If we propose the make a charge for repair, you will be advised beforehand to that you can confirm whether the repair should proceed. You 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 screening, postage and labour charge applies.

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 | |  |  | |  | Witnessed By |  |
| Print Name | |  | | Print Name |
| Date | |  | |  | | |
|  | | | |  | |
|  | I confirm that I have received my product. | | | | |  | | |
|  | | | |  | |  | | |
|  | | | |  | |  | | |
| Signed | |  |  | |  | Witnessed By |  |
| Print Name | |  | | Print Name |
| Date | |  | |  | | |
|  | | | |  | |
|  | | | |  | |  | | |

**:**