

SPOT warranty procedure (Find Me Spot Customers)

Pivotal Satellite is the agent for Warranty servicing for SPOT customers. All other SPOT enquiries are to be directed to the SPOT customer service. SPOT customers can come from Australia or New Zealand.

Warranty Process

1. Customers should call SPOT customer care For Australian callers **0424 21 SPOT** (0424 21 7768) or 0800 11 SPOT (0800 11 7768) for New Zealand customers to ascertain that their account is not the cause of the issue

2. Customers will then call the **1300 882 448** (or +61 7 5630 3009 if calling from overseas) for warranty claims

3. Customers will select option 4 'SPOT Warranty Claims'

4. Please provide the following information from the customer:

- a. ESN number
- b. Random Activation Number (inside the battery area)
- c. Date of purchase (must be within 12 months)
- d. A brief description of the issue

5. The CCR will check the ESN against the 'SPOT ESN' register*

* If it is not listed in the Oceania register it means that the product was not purchased through a local dealer and cannot be sent to us. Refer the customer to the dealer it was purchased from or to the SPOT Warranty support in the country they have purchased it from.

6. The CCR will go through Troubleshooting questions with the customer. At each point the customer will be asked to try different actions with it and may need to call back once it has been done.

7. The customer is given the 'Job Number' as the 'RMA' number.

8. The customer needs to download the RMA Form from the Website

<http://www.pivotal.com.au/downloads.html>

9. The customer must send the complete and signed **RMA** form, include **proof of purchase** and pack the SPOT unit at their own cost.

CCR = Customer Care Representative