



Packing Guide

To ensure the safe delivery of your laptop, we suggest that you follow these basic steps:

1. Back up all your data and retain copies of all software applications before sending your laptop to us
2. Pack your laptop in its original box or a similar well padded and strong box. Make sure that the laptop fits comfortably to avoid damage to the box and consequent damage to the laptop (please specify in writing on the Service Request Form if you want your box back). The weight of the box must not exceed 5kg and the box dimensions must not exceed 50 x 40 x 20 or additional charges will apply. Note that a computer bag or carry case do not offer enough protection during transportation and should not be used
3. Use plenty of strong cushioning material such as bubble wrap to prevent movement of the items within the box and to absorb pressure and knocks (do not use shredded paper or similar material as they offer no protection from impacts)
4. If the fault is power related, include the laptop's power adaptor. Loop the DC & AC cables loosely between your fingers and place the adaptor in the box. Do not use the cable to knot tie the loops, do not crimp the cables and do not store the adaptor or any other item where it could put pressure on the laptop screen
5. Include the recovery CDs if available. Do not send other accessories such as laptop bag, mouse and software
6. Include a completed and signed **Service Request Form** or complete and submit the form online
7. Download and complete the relevant Address Label then tape on the box

IMPORTANT

Please note that we are not liable for any loss or damage caused by the courier. You must make your own arrangements for insurance if you deem it necessary and it is your responsibility to sufficiently package and box your laptop to avoid the risk of any damage during transportation.