

# 30 DAY MONEY BACK GUARANTEE & 30 DAY FREE TRIAL

THIS CERTIFICATE PROVIDES YOU WITH PEACE OF MIND IN THE EVENT YOU WISH TO RETURN ANY PRODUCT SUPPLIED BY THE DISK DOCTOR.  
PLEASE FOLLOW THE GUIDELINES BELOW OR CONTACT YOUR NEAREST DISK DOCTOR OFFICE:

- PAYMENT MUST BE RECEIVED VIA CREDIT CARD, CHEQUE OR DIRECT CREDIT IN FULL BEFORE ANY GOODS ARE DELIVERED.
- WRITTEN CORRESPONDENCE REQUESTING RETURN OF THE DISC REPAIR MACHINE MUST BE RECEIVED VIA POST TO:

**THE DISK DOCTOR**  
PO. BOX 2589,  
BURLEIGH HEADS, QLD. 4220, AUSTRALIA  
ATTN: ACCOUNTS MANAGER

- ON YOUR COMPANY LETTER HEAD YOU MUST DETAIL YOUR REQUEST TO RETURN YOUR ALLOTTED DISC REPAIR MACHINE WITHIN 30 DAYS FROM THE DATE ON YOUR DISK DOCTOR INVOICE. YOUR MACHINES SERIAL NUMBER, INVOICE NUMBER AND YOUR ADDRESS DETAILS WITH CONTACT NAME AND NUMBERS MUST BE DETAILED ON THIS CORRESPONDENCE TO THE DISK DOCTOR.
- THE FREE TRIAL PERIOD IS DISCLOSED AS NO FEE PAYABLE FOR USE OF THE MACH 1 WHILST IN THE 30 DAY S PROCEEDING THE DATE ON YOUR INVOICE (TRIAL PERIOD.)
- IT IS THE CUSTOMERS RESPONSIBILITY TO ENSURE THE DISK DOCTOR RECEIVES ANY CORRESPONDENCES. PLEASE ENSURE YOU PHONE A FEW DAYS AFTER SENDING YOUR CORRESPONDENCE TO ENSURE YOUR DETAILS HAVE BEEN RECEIVED.
- A RETURN ORDER NUMBER (RO NUMBER) WILL BE SENT TO THE ADDRESS DISCLOSED ON THE DOCUMENTATION RECEIVED. THIS RO (Return Order) NUMBER MUST BE WRITTEN ON A COPY OF YOUR FIRST CORRESPONDENCE LETTER AND MUST BE PLACED INSIDE THE BOX WHEN RETURNED TO THE DISK DOCTOR.
- GOODS MUST BE RECEIVED NO LATER THAN 32 DAYS AFTER THE DISK DOCTOR'S INVOICED DATE AT THE DISK DOCTOR'S REGISTERED OFFICES THAT WILL BE STATED ON THE RO NUMBER DOCUMENTATION. IF GOODS ARE NOT RECEIVED WITHIN THIS TIME FRAME THE GOODS WILL BE DEEMED PAID IN FULL AND THE GUARANTEE WILL HAVE EXPIRED WITHOUT PREJUDICE.
- GOODS MUST BE RETURNED IN ITS ORIGINAL NEW, SHIPPED CONDITION, PACKAGING AND PRESENTATION TO SAVE HARM THROUGH RETURN SHIPMENT. ANY DAMAGE WILL BE REPAIRED AND AN INVOICE PAYABLE VIA DEDUCTION FROM YOUR ALLOTTED INVOICE REFUND WILL TAKE PLACE.
- ONCE RECEIVED, GOODS WILL BE CHECKED AND ONCE APPROVED MONIES WILL BE REFUNDED IN THE FORM OF A CHEQUE OR DIRECT CREDIT MADE TO THE INVOICED PARTY UNLESS OTHERWISE STATED IN WRITING. ALL MONIES WILL BE SENT NO LATER THAN 5 (FIVE) BUSINESS DAYS AFTER RECEIPT OF THE GOODS BY THE DISK DOCTOR. ANY PRODUCTS THAT HAVE BEEN USED WITHIN THE PRODUCT YOU HAVE PURCHASED WILL BE DEDUCTED FROM THE PURCHASE PRICE.
- THE DISK DOCTOR AND ITS AFFILIATES HAVE THE RIGHT TO REFUSE ANY REQUESTED REFUNDS FROM TIME TO TIME WITHOUT PREJUDICE AND ITS DECISION IS FINAL.

**NOTE: THIS MONEY BACK GUARANTEE IS AN EXTRA BENEFIT AND DOES NOT AFFECT YOUR LEGAL RIGHTS.**



**THE DISK DOCTOR PTY. LIMITED**  
ABN: 27 064 403 354  
PO Box 2589, BURLEIGH HEADS, QLD. 4220 AUSTRALIA.  
FACTORY: UNIT 1, 9 FREMENTLE STREET, ANDREWS, QLD. 4220, AUSTRALIA  
Ph: 1300-855-850 Fax: 1300 855 750. Email: [team@diskdoctor.com.au](mailto:team@diskdoctor.com.au)