

Return/Repair Procedure

This procedure is designed to aid customers requesting an item purchased from CMT Equipment to be assessed as part of its warranty.

Step 1 – The Customer can download a copy of our Goods Return / Repair Request Form from our website. Or alternatively we can email a copy direct to the client.

Step 2 – The Customer is to complete the form in full, include as much detail as possible. Attaching photos were applicable. Please ensure to include a purchase order number to cover the cost of any repair/freight that are deemed not covered under the warranty. The form must then be returned to CMT at either sales@cmtequipment.com.au or via fax on 0755 247 272.

Step 3 - CMT will then assess the information given and contact the customer regarding the issue that has arisen.

Step 4 – If the fault is deemed to be covered by your warranty it will be repaired or replaced. If they fault is not deemed to be covered by your warranty and we will assist you to repair or replace the goods at your cost. Any charges for diagnostic works will also be passed on to the customer in this instance. Prior authorisation will be sought before this is to occur.

Notations

CMT Equipment does not cover the cost of any freight unless the return/repair is covered under the Warranty of Sale and Terms of Sale

Please note any repairs that need to be undertaken on site must be approved by CMT prior to the repairs being completed or they will not be covered by CMT under your warranty.