

Hi

If you could please return the old/ faulty hardware so we can return the product to the manufacturer if required.

Please address the return goods to:

Treshna Enterprises
23 Carlyle St
Sydenham
Christchurch 8023
NEW ZEALAND

As these are goods being returned please indicate the value as \$20 per item on any documentation.

When shipping the faulty hardware please provide us with the track n trace details. Without the track and trace we cannot guarantee we will be able to retrieve the shipment, which may result in charges. **Please ensure all hardware being returned is appropriately packaged to prevent damage during shipping and is returned in a testable state*. All Gatekeepers MUST be returned with both the wall cable and box components of the existing power supply.** Failure to do so may negate any refund owing.

If the faulty goods are not returned within a month then an invoice will be sent out the following month for the enclosed hardware.

If payment or returned goods are not received by the 20th of the following month after the invoice has been issued then a hold will be placed on GymMaster.

If you have already paid for your replacement hardware you will not be charged further, however, we are unable to credit/refund any amount until we have received the old/faulty hardware back.

If you have any questions at all please don't hesitate to get in touch.

Thanks and regards
GymMaster Administration



Please enclose this slip with your returned Hardware to ensure we can identify where the hardware is being returned from and any refunds owing can be processed.

Business Name: _____

Member Number: # _____

Contact Name & Phone Number: _____

Items Expected back: _____

Date of Replacement: _____

* All readers being returned must have a minimum of 2.5 inches of wire remaining to allow us to rewire these for testing. Please do not cut the wiring right to the base of the reader as we are then unable to test these and therefore unable to determine if any refund is owing.