

SHIPPERS LETTER OF INSTRUCTION



REGION AU DOMESTIC

PRELIMINARY

These return instructions are **only** intended for customers or resellers returning a product directly to Venom. You must have a written return approval from Venom before following the steps below. If your product is not registered, you will need to ensure it is registered first <https://www.venomhelpdesk.com/register-my-venom/> You will need a Printer and an Air Waybill.

RETURN INSTRUCTIONS TO VENOM (AU)

- 1** You will receive an email from postsales@venomcomputers.com.au or a support ticket response on the Venom Help Desk (www.venomhelpdesk.com) approving a direct return to Venom.
- 2** Print out the Airway Bill in the attached email or support ticket. If a manifest is provided, print 1 copy and sign the senders signature box.
- 3** If any, remove passwords on your Venom product. If you have important data, ensure it is backed up before returning it to Venom. Data safety on returned items is not guaranteed.
- 4** Prepare and pack the Venom product, safely and securely to ensure the product is not damaged during transit. Only return the items specified in the email/support ticket. Do not return third party products that are not Venom products with your Venom. For packaging we recommend using a strong cardboard box with plenty of foam and/or bubble wrap or use the original packaging with additional external bubble wrap. Affix the Airway Bill to the exterior of package.
- 5** If the booked courier does not arrive by 4PM on the scheduled date, advise Venom via emailing postsales@venomcomputers.com.au or update the support ticket on the Venom Help Desk.
- 6** Provide the courier with:
 - a. The package to be returned to Venom with the Airway Bill affixed o it.
 - b. The drivers copy of the manifest (if applicable)If you have a senders copy of the manifest obtain a signature from the driver and keep this for your records. If you do not have a manifest, this is not required. Take note of the Airway Bill number.
- 7** Visit the courier website to track your shipment.
- 8** For any additional questions or assistance needed for shipping and product returns please contact postsales@venomcomputers.com.au or a Venom support agent on the Venom Help Desk www.venomhelpdesk.com