brentwood
COMMUNICATIONS LTD

Warranty Guide for:

## Warranty Replacement Process

If you have a faulty piece of equipment that is still under warranty, please follow the below process to get it exchanged.

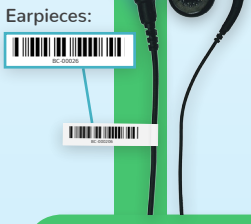
1. Complete the Nike Request Portal which you can access through Service Channel.

Serial numbers can be found on the inside of the radios, on the end of an earpiece's cable and on the bottom of a charger.

Chargers:

Radios:

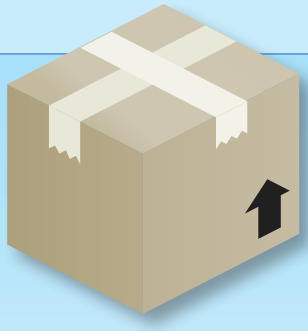
Earpieces:



2. Once completed, this form is sent to Nike HQ for approval before being forwarded to BC to go ahead with the exchange.

3. Once approval has been recieved, equipment will be collected on one of the supplied dates from the form.

Stores are responsible for boxing/bagging the equipment up ready for the courier to collect.



4. When BC receives the equipment it will be checked against information supplied on the form for any discrepancies.

5. Equipment will also be checked to ensure that the fault is covered by the warranty.

6. If any issues are found BC will inform both yourself in store and Nike HQ and await further instructions.

7. If under warranty and no issues, equipment is replaced and sent back to store.

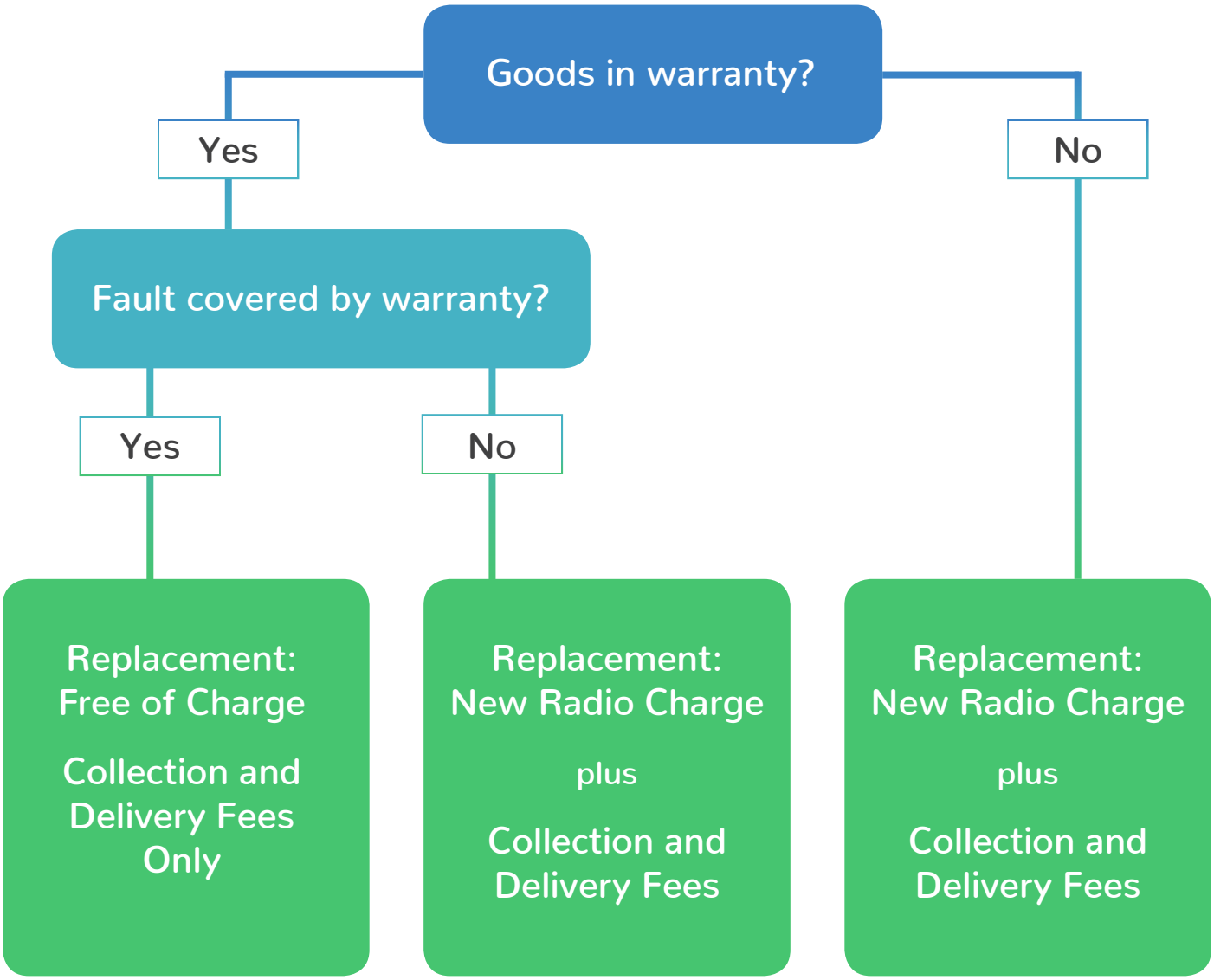
8. Both store and Nike HQ will receive an email confirming dispatch complete with tracking information.

01245 403520
info@brentwoodradios.co.uk
www.brentwoodradios.co.uk

brentwood
COMMUNICATIONS LTD

Warranty Guide for:

Date of warranty will be valid from date of purchase **only**.
Warranty period **will not renew** from date of replacement.




01245 403520 info@brentwoodradios.co.uk www.brentwoodradios.co.uk