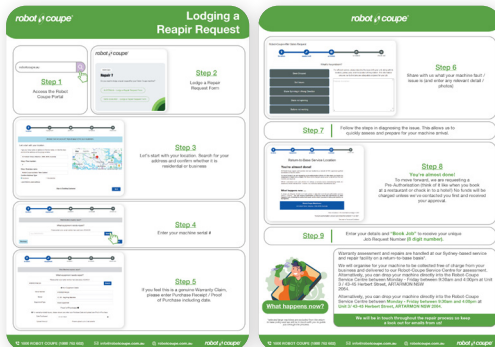


Step 1 – Customer Booking

Customer books a 'Lodge a Repair Form' online



Step 2 – 'Next Steps' email

Customer receives an email (side) with the next steps and a request to complete the **MACHINE COLLECTION FORM**

We will collect the machine and return to our Service Centre in Sydney free of charge. However, we need to you complete the Robot-Coupe Machine Collection Form ASAP to start this process.

NOTE: If a machine is deemed a large machine unable to be moved, we will be in touch to organise a site visit.

Once the customer has completed the **Robot-Coupe Machine Collection Form** and submitted, they will receive email confirmation from our accredited logistics provider (Direct Freight) with a request to confirm the booking

Step 3 – Direct Freight Email

The customer receives an email from Direct Freight requesting confirmation of pick up. The customer **MUST approve / confirm the pickup**.

Hi Steve Popovic,
Direct Freight Express has received a Return Label/Collection request.

Consignment Number: 2328273048510

Collect From: Robot Coupe

Deliver To: Robot Coupe Australia Pty Ltd

Please print the attached pdf labels and follow the instructions below.

INSTRUCTIONS

1. Print and Check

Please print labels and ensure the quality of each label is clear and legible.

2. Secure Labels

Securely attach the label to the top face of the parcel, ensuring tape does not cover any part of the barcode.

For multiple parcels, a separate label with a unique barcode is required for each parcel.

Remember freight parcels are subject to movement during transportation, to securely fasten each label we recommend using a strong adhesive tape such as packaging tape.

3. Arrange Collection

After securing labels, please visit www.directfreight.com.au/collections

Provide the following information:

1. Email address labels were sent to
2. The consignment number which can be found in the email or on the labels
3. Nominate your collection date for our driver to come and collect the parcels

Do not have Printer?

Please visit www.directfreight.com.au/collections/labelsrequired and one of our drivers will bring it with them on collection.

Kind Regards,

Direct Freight Express

Email from

donotreply@directfreight.com.au

Step 4 – Direct Freight Collection

Direct Freight pick up and return to RC Artarmon

Step 5 – Machine Arrival Email Confirmation

Upon the machine being returned to the Robot-Coupe Service Centre in Sydney, the customer will be notified by email

robot coupe

Job No. 1803140R

At: Bernard Matthews

Thank you for returning your Robot Coupe MP450U.C.

We would like to confirm that your MP450U.C with Serial No. Q7550578901 has been delivered back to the Robot Coupe Service Centre and will now be Scheduled for Assessment at the next available opportunity.

Next steps..

Your MP450U.C will be Scheduled for Assessment with one of our factory trained technicians. If the repair is deemed a warranty claim due to a manufacturing fault, your MP450U.C will be repaired as soon as possible (subject to all available parts being available in our warehouse).

If the repairs are not deemed an eligible Warranty Claim, we will be in touch with a quote for repair with genuine Robot-Coupe parts and undertaken by Australia's only factory approved technicians. You can simply approve the quote online to have your machine queued ASAP for repair.

How long will it take?

We understand you need your MP450U.C back ASAP. However, it is very difficult for us to give you a commitment on how long the repairs may take. A number of factors will influence the time taken and will only be known when we assess your MP450U.C. Generally speaking, we are aiming to have your MP450U.C repaired within 5 working days after quote approval (or when deemed an eligible warranty claim).

What happens after repair..

Once any repairs are completed successfully, you will receive a notification from us. Your MP450U.C can either be collected from Robot-Coupe or returned to you free of charge. You will receive further information on the next steps with the notification of your MP450U.C repairs being completed successfully.

Step 6 – Scheduled for Assessment

The machine will be Scheduled for Assessment. If the repair is deemed a warranty claim due to a manufacturing fault, the machine will be repaired as soon as possible (subject to all parts being available in our warehouse). At this time the Pre-Authorisation is released (Warranty Claims only)

How long will it take?

We are aiming to have machines assessed within 5 working days after machine arrival.

Step 7 – Non-Warranty / Repair Quotation

If the repairs are not deemed an eligible Warranty Claim, we will be in touch with a quote for repair.

The customer can simply approve the quote online to have the machine queued ASAP for repair.

How long will it take?

Generally speaking, we are aiming to have machines repaired within 5 working days after quote approval (or when parts are available).

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Dear Assessment / Repair Work,

The following quote has been prepared for work specified. Please approve the quote if you wish to proceed.

Job 1803140R

Quote number SQ 178842-1

PO number

Work site Robot Coupe Warehouse - Unit 3, 43 Herbert Street, Artarmon, NSW, 2064, Australia

Description of work

Subtotal ex Tax \$130.43

Subtotal Inc Tax \$143.47

Click to review quote details and approve

[Review Quote](#)

Office: To submit your approval, or to discuss this further, please reply to the Robot Coupe Australia Team at info@robotcoupe.com.au or via WhatsApp <https://www.whatsapp.com/channel/00299a5b30000000000000000000000000>

The Robot Coupe Australia Team

Robot Coupe Australia | 1800 762 682

Unit 3, 43-45 Herbert Street, Artarmon NSW 2064

Quotation

Have a login account? Click [here](#) to go to job in web portal

Quote Number

SQ 178842-1

Status

Pending Approval

Description of Work:

PO Number

Breakdown

Item Type	Description	Quantity	Price/Unit	Sub-total excl GST
Labour	Labour	0.50	\$155.00	\$77.50
89166 - MIMP Power cord & MIMP Screw Kit(89166)	89166 - MIMP Power cord & MIMP Screw Kit(89166)	1.00	\$51.00	\$51.00
Merchant Fee	Merchant Fee	1.00	\$0.02	\$1.00
	Sub-total excl GST			\$130.43
	GST			\$13.04
	Total			\$143.47

Decline

Approve

Step 8 – Parts Required

Parts required for the repair are allocated by the Warehouse **AFTER** the Sales Quotation is **APPROVED** by the customer or when the Warranty Claim is accepted.

If parts are not available, normal lead times apply for air freight etc.

Step 9 – Repairs Undertaken

Machine repairs are undertaken when ALL parts required are available.

Step 10 – Repairs Completed Successfully

Once any repairs are completed successfully, *the customer will receive an email notification from us – Robot-Coupe Machine Return Form.*

The machine can either be collected from Robot-Coupe or returned free of charge. The customer will receive the email on the next steps with the notification of repairs when completed successfully

You're done!

This is a courtesy email to let you know that your Robot-Coupe machine has been factory repaired and is now available for collection at Robot-Coupe or delivered to you free of charge.
The Robot-Coupe Service Centre hours are Monday - Friday between 9:30am and 4:00pm at Unit 3/43-45 Herbert Street, ARTARMON NSW 2064.

What happens now ...

If you would like Return Delivery, the next steps are:

Complete the [Robot-Coupe Machine Return Form](#) (2) to allow us to send your machine back to you.

Once the [Robot-Coupe Machine Return Form](#) (2) is completed, you will receive tracking details and a consignment number by email.

Should you have any questions, please send us an email at info@robotcoupe.com.au

Job Number:	16026678
Requested By:	Rabie Al-Saowas
Status:	Completed Successfully [Approved]
Priority:	Normal
Problem:	Not turning on
Detailed Problem:	Just a machine doesn't turn on anymore. It's like there is no power.
Actions Taken:	<ul style="list-style-type: none"> Electrical Component Replacement

Step 11 – Charging / Invoicing

Once repairs are completed successfully, we charge the approved sales quote amount to the assigned credit card (selected / changed when Sales Quotation Approved). A copy of the Invoice is emailed to the customer.

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Hi Rabie Al-Saowas

Please contact us immediately on 1800762682 or accounts@robotcoupe.com.au if you are unable to detach or download your invoice. Payment for this invoice has been processed. Thank you.

Here's your invoice 000362 for AUD301.46

To view and pay your invoice online click: [Link](#).

Please also find your invoice PDF attached, with payment instructions.

Please contact us if you have any questions.

Kind regards,

The Robot Coupe Australia Team

Robot Coupe Australia | 1800762682

Unit 3, 43-45 Herbert Street, Artarmon NSW 2064

Step 12 – Machine Return Form

The customer must complete the Robot-Coupe Machine Return Form.

Once the form is completed, the customer will receive tracking details from Direct Freight and a consignment number by email.