

Collecting a Repaired Device Procedure

Due to the Covid-19 pandemic Stott Hoare kindly request that you follow our temporary Repaired Device Collection Procedure below.

This procedure applies to any Device being collected from our office. We really appreciate your understanding and cooperation in ensuring we do all we can to protect you and our staff.

Step 1

You will receive notification from Stott Hoare Technicians that your Device is ready for collection. Will notify by Email, Telephone Call or even Text.

Step 2

At your convenience visit our Stott Hoare Office (details below.)

Address: **86 Walters Drive, Osborne Park, WA 6017**
Office Hours: **Monday to Friday 8am to 5pm (excluding WA Public Holidays)**
Google Maps Link: **<https://g.page/StottHoare?share>**

Step 3

When you arrive at Stott Hoare you need to let us know you are collecting a device by calling: **08 9244 0051**

Step 4

Please step away from the Entrance Area or return to your Vehicle whilst we get the repaired Device.

Step 5

A Stott Hoare Staff Member will place the Device on the Collection Table in the Entrance Area.

We ask that to minimise risk and direct contact with our Technicians please step away from the Entrance Area or return to your Vehicle. Wait until our Technicians have returned in the building before collecting your Device. Do not enter our Reception or Warehouse Areas.

Step 6

All Finished.

If you should need to speak to our Technicians, then we request you either call or email us.

Contact Details are:

Servicedesk@stotthoare.com.au
08 9244 0051