

How to get your Stott Hoare Device Repaired Procedure

Due to the Covid-19 pandemic Stott Hoare kindly request that you follow our temporary procedure below.

This procedure applies if you have a Device that you have booked in for Repair in our Workshop.

We really appreciate your understanding and cooperation in ensuring we do all we can to protect you and our staff.

Step 1

Email or Call the Stott Hoare Service Desk to advise us of the issue. We will take your contact details, fault description and assign you a unique Ticket Reference Number.

Our Contact Details are:

Servicedesk@stotthoare.com.au

08 9244 0051

Step 2

Write the Ticket Reference Number on a post it or piece of Paper and attach with a bit of tape to the Device so we can track and match the device when it arrives.

Step 3

Back up any data on your device, where possible. Please note that repair of your device may require a complete wipe and reset of the device.

Step 4

Take the faulty device to our Stott Hoare Office (details below.) We do not need any accessories, such as Power Adapter or Bags, unless they are the faulty part or instructed otherwise by our Technicians.

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 5

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

Step 6

Our Technicians will advise you to place your device, with the Ticket Reference Number attached, on the Device Drop Off Table.

If you don't have a Ticket Reference Number already attached to the Device, then our Technicians will advise what to do.

Our Technicians will then collect the Device from the Table.

We ask that to minimise risk and direct contact with our Technicians please step away from the Entrance Area or return to your Vehicle. Do not enter our Reception or Warehouse Areas.

Step 7

All Finished. We will now assess your Device and there should be no need to speak to any of our staff at this stage. If you should need to speak to our Technicians then we request you either call or email us.

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What happens next?

Our Team of qualified Technicians will assess your device. We will be in touch to confirm any actions required and when the device is completed and ready for collection.