

On-line Warranty and Non-Warranty Replacement Procedure, Terms and Conditions.	
Login and Password	<p>Login to the Cartronics website using you username (your dealer number) and password.</p> <p>The initial password for your first login is 'password'. Please ensure you change the password to your own selection in the 'Dealer Details' page at your first login.</p> <p>Check the tick-box confirming you have read and accepted the terms and conditions for use of the Cartronics service. The terms and conditions can be seen below.</p> <p>As soon as you login the 'Start Page' will appear. This page provides a quick summary of the last 5 orders and displays messages from Cartronics of importance to your dealership.</p>
Confirm your dealership's details	<p>Confirm or edit all details in the 'Dealer Details' page and save them.</p> <p>Ensure that the e-mail address shown is correct and working, as we will communicate with you using e-mail for order confirmation and questioning (if required).</p>
Ordering a replacement radio	<p>To order a replacement radio, follow these steps:</p> <ol style="list-style-type: none"> 1. Establish that the customer's product is definitely faulty by checking the concern using the fault diagnosis form provided on this website. We recommend you print this form and take it to the customer's vehicle. This fault diagnosis form provides an area for you to record vehicle and customer details for easy later reference next to your computer when ordering the replacement radio on this website. 2. Select 'Create New Order' from the menu selection at the top left hand side of the web page. 3. Complete all fields on the page. If you do not complete a field, a pop-up message will appear on screen to alert you. The incomplete fields are identified in yellow and text in red helps you to complete the fields. 4. If you cannot complete the order, an option for you to save the partially completed order is provided at the bottom of each order page. The order can then be recalled on the 'Order History' page. Incomplete orders are also shown at the top of the 'Start Page' as a reminder for you to complete them. 5. The order form asks you to enter a 'Booked-in' date. This date should be agreed with your customer for them to return to your dealership to have the replacement radio fitted. The date must be at least 4 working days from the date of order creation; it allows Cartronics and the courier service to ensure the replacement product is delivered to your dealership in time. 6. After all details are entered correctly, click the 'next' button at the lower right had side of the page. The order then requires you to select a fault description that best suits the confirmed fault found in the radio. If the fault you have found is not listed, select 'Other' and type the fault description into the 'Fault Detail' area of the order. 7. On the next page, the fault is displayed for your confirmation. If the radio is out of warranty, the price for a replacement radio is shown, and you are asked to enter your dealership's official order number. 8. At the bottom of the last order page a button labeled 'Submit' allows you to send your completed order to Cartronics. An e-mail is sent to your specified e-mail address confirming that the order has been received by Cartronics and a reference number for that order is included. Cartronics will then approve your order and send a replacement radio to you to meet your booked-in date.

<p>Managing your orders</p>	<p>The last 5 orders you have placed are shown on the ‘Start Page’. You are able to view the details of the order by clicking the ‘View’ button on that order in the listing.</p> <p>You can see the complete list of those orders you have placed on the ‘Order History’ page.</p> <p>The progress or status of each order is shown on the order list. The ‘Cartronics status’ detail of the order provides feedback to the dealer showing the progress of that order. A dealer is able to change the status of each replacement order by clicking ‘view’ on the relevant order, then making a selection from the drop-down list under ‘Dealer Status’ to reflect the correct current status. This allows the dealer a simple and quick way to keep track of their order.</p>
<p>Delivering the Order</p>	<p>Cartronics will ship you a replacement radio to meet the indicated booked-in date. The replacement radio will include a delivery docket featuring your replacement request details and a consignment docket from Australian Air Express together with an empty Australian Air Express plastic return satchel. You will receive the radio 2 days prior to booked-in date.</p> <p>Once you have received the replacement radio via the courier, change the status of the corresponding order to ‘Radio Received’ on the Cartronics website.</p>
<p>Fitting the replacement radio</p>	<p>Replacement procedure:</p> <ol style="list-style-type: none"> 1. Remove the faulty radio unit from the owners car. 2. Install the replacement radio unit into the customers car. 3. Pack the faulty radio into the polystyrene packing and then into the carton that the replacement radio unit was delivered in. 4. Please place the paperwork that you received with the replacement inside the carton. 5. Place the carton into the supplied Australian Air express return satchel and seal it thoroughly. 6. Complete the supplied Australian Air Express consignment docket and affix it to the outer of this plastic satchel. 7. Change the order status to ‘Radio Fitted’ on the Cartronics website. <p>NOTE - If a replacement radio unit is not installed within 3 days of receipt, please call Australian Air Express to have it collected and returned to Cartronics. You will need to unpack the return plastic satchel from the packaging, fill out the attached consignment docket, place the radio unit into the plastic satchel, affix the completed consignment docket to the plastic satchel.</p> <ol style="list-style-type: none"> 8. Telephone Australian Air Express on 13 12 13, quote the consignment note number on the consignment docket to arrange for the faulty or non-used units to be collected from you for shipment to Cartronics for overnight return/delivery. <p>NOTE - If the product due for return is not received by Cartronics within 24 hours of the scheduled receipt date, we will invoice your dealership for the full replacement cost of \$2500 plus GST (subject to radio model). The scheduled receipt date is within 48 hours of the booked changeover date with exceptions being public holidays and weekends. Non return of any radio within prescribed period will cause Cartronics to invoice your dealership for the non return of the unit. The only exception given will be when it is proven that a unit has been lost in transit. In this case, a subsequent credit will be issued against that specific invoice issued by Cartronics Audio Services Pty Ltd.</p> <ol style="list-style-type: none"> 9. Retain the Australian Air Express proof of dispatch docket left with you by the driver. 10. Change the order status to ‘Radio Returned’ on the Cartronics website. You can enter the return consignment note number into the order detail on the website. 11. Staple this proof of dispatch to your copy of the replacement form and retain this paperwork for a minimum of 30 days. This paperwork may be required in future to satisfy audit inspection.