



**DIGITAL LOGISTICS GROUP LIMITED**  
PO Box 12 930  
Unit B2  
269A Mt Smart Road  
**Penrose 1642**  
Auckland, New Zealand  
**Tel: 64 - 9 - 571 3375**  
Fax: 64 - 9 - 571 3376  
email: [admin@digitallogistics.co.nz](mailto:admin@digitallogistics.co.nz)  
[www.digitallogistics.co.nz](http://www.digitallogistics.co.nz)

## **PARROT NEWS - March 2010**

Digital Logistics Group Limited would like to take this opportunity to update the return for repair procedure relating to Parrot Bluetooth Products and Mobile Phone Accessories we distribute in New Zealand.

Please find attached a copy of the new 'Product Return For Repair Procedure' outlining the process of returning product to Digital Logistics from retail channels as well as our 'Return For Repair Form' which if possible should accompany the returning product.

Please ensure as much detail regarding the product fault and phone (*including software/ROM version if possible*) the customer is using is clearly documented on the paperwork accompanying the return.

**Before any product is returned the dealer/retailer must call the Digital Logistics Service Dept on 09-571 3375 to obtain an RA (Return Authorisation) number so the return process can be initiated.** Our service technician may ask some simple questions relating to the nature of the proposed return to better understand the cause of the problem or suggest a solution over the phone.

All returns are to be sent directly to Digital Logistics Group Limited not to the distributor the product was purchased from.

The return address is as follows

**DIGITAL LOGISTICS GROUP LIMITED**

**UNIT B2, 269A MT SMART ROAD**

**PENROSE 1642**

**AUCKLAND**

**ATTEN : SERVICE DEPT**

Please be aware that this process covers the return for repair process only, for any credits or account enquiries please contact the distributor you purchase your inventory from.

This return procedure covers product purchased from authorised Parrot distributors only.

Please contact us should you have any questions relating to these or the attached procedures.

You can find this and more information regarding Parrot products and services at the following dedicated dealer internet site **[www.parrotpartners.co.nz](http://www.parrotpartners.co.nz)**