

How to Log your Service Request

Step 1 – Find the serial number for the Kiosk and/or component. See “HELP” for details

Step 2 – Log a Service Request with Neo by:

1. Web Portal: <https://neoproductsgroup.com/support/>
2. Phone: +61 3 98796 2317
3. Email: service.au@neoproductsgroup.com

And provide the following details:

- Customer Name:
- Return Address
- Product:
- Date:
- Kiosk Serial Number:
- Component Serial Number:
- Fault Description:
- Required Service Level - Standard or Express

Your Service request will be responded to within 4 hours and you will receive a Service Request Ticket number to manage the progress of your request.

Step 3 – Remote support

If practical, Neo technicians will attempt to resolve your issue via remote support

Step 4 – Return Material Authorisation (RMA)

If your item needs to be returned for assessment and repair Neo will issue an RMA. Please ensure you package your items carefully to avoid damage and arrange to return to:

Neo Products Pty Ltd

Service & Repair Centre

62 - 66 Pacific Drive

Keysborough 3173

VIC, AUSTRALIA

Our Service Technicians will notify you when your product is received into the Service Centre and keep you updated with the progress of your request via email referencing your service ticket.