



Returns Guide

1. Returning a Desktop/Laptop

In the event you should need to return your system for repair under your Zoostorm warranty we recommend you follow the guide below. This will explain how best to protect your system during transportation.

Zoostorm recommends using the original packaging to ensure the unit is secured properly. If you do not have the unit's original packaging, replacement packaging can be purchased from Zoostorm.

2. Securing the item

If the system is not properly secured within the packaging, damage can occur whilst the unit is in transit. We strongly recommend that the corners of the system be protected using the original cartons provided or alternatively using polystyrene / thick layers of bubble wrap.

Please ensure that any accessories are disconnected from the system and individually wrapped. Any plugs should be packaged securely facing away from the system to prevent damage to the screen.

3. Boxing the item

Once you have adequately secured the system please place it in the original box or a box of similar size and strength.

We recommend labelling the box as 'fragile' and giving 'this way up' instructions to ensure the proper handling and care of the unit whilst in transit.

4. Label and Tape up

All boxes must be securely sealed with tape to protect the system and prevent loss of items.

5. Need Help?

If you have any queries please call 0844 800 0730 and quote your Log number.