

# EPSON SOUTH AFRICA WARRANTY PROCESS

November 2023

**EPSON**<sup>®</sup>

# Warranty Process

- \*The end customer/retailer/reseller should start by calling or emailing the Epson contact centre on 0860 337 766 or [customer.service@epson.co.za](mailto:customer.service@epson.co.za)
- The agent will ask you for your serial number and proof of purchase to confirm the warranty entitlement of your Epson product. If you use the email option attach the Proof of purchase (POP) and capture your serial number in the email with a brief summary of your issue, an agent will contact you.
- The customer/retailer/reseller performs troubleshooting with the call centre agent to confirm if the issue is hardware or software related.
- If the issue is deemed to be hardware related you will be provided a call reference number and directed to the nearest service centre for carry-in repair or if you have onsite response the call will be logged for \*\*onsite repair.
- Please supply the call centre agent when logging the case a contact email or mobile number that you would like to receive updates on the progress of your repair.
- Standard repair time can take up to 5 working days depending on part availability.

*\*\*Onsite includes 50kms travel from a service centre location and extra distance can be for the customers account TBD by the time of call logging*

*\*\*Visual projector products need to be removed from its wall/ceiling mounting brackets by the customer or their installation team and ready for the onsite engineer to repair*

*\*If the customer logs an onsite or carry-in service without contacting the call centre and the problem is not hardware related, the customer could be billed for that service.*

# Escalations and Complaints Process

- Escalations and complaints can be logged with the customer care team on 0861 727 727 and customers/retailers/resellers/Distributors should have a summary of the issue, proof of purchase and the product's serial number ready
- Email contact [customercare@epson.co.za](mailto:customercare@epson.co.za)
- The email should be clearly marked as complaint or escalation

# Partserve Branches

## **Johannesburg**

No 16 Milkyway Avenue, Linbro Business Park,  
off Marlboro drive  
Sandton  
Gauteng  
2146

## **Cape town**

Unit 2 Central Park, Platinum Crescent Milnerton  
0861 727 727

## **Durban**

Unit 16 Island Business Park 23 Flanders, Mount  
Edgecombe  
+27 31 502 3290

## **Bloemfontein**

Unit 1  
Brandwag Park McHardy Avenue, Brandwag  
+27 51 433 1687

## **Port Elizabeth**

80 Hurd St, Newton Park, Port Elizabeth.

Additional onsite coverage from January 2020 for commercial products sold with onsite (No physical branch No Carry in accepted )

## **East London**

## **Polokwane**

## **Nelspruit**

## **Upington**



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