

## **CUSTOMER SERVICE HOTLINE - WHITEGOODS**

1300 738 149 (Option 2 for Whitegoods Products)

### **SERVICE EMAIL & WEB QUERY**

[service.au@tcl.com](mailto:service.au@tcl.com)

<https://www.tcl.com/au/en/contact-us.html>

### **WEBSITE**

<https://www.tcl.com/au>

## **WARRANTY PROCEDURES - WHITEGOODS**

- ❖ 3 years manufacturer's warranty for warranty against defect.
- ❖ 12 months manufacturer warranty for accessories.
- ❖ Any technical support or customer service related issues, please call TCL Hotline at **1300 738 149** or email [service.au@tcl.com](mailto:service.au@tcl.com).
- ❖ Ensure the caller have end user details, product details (model number/serial number) and purchase detail ready.
- ❖ All the service issues must first lodge with TCL hotline first and TCL will proceed according to the service policy & procedures.
- ❖ Any missing accessories, within reasonable period, for the store stocks please email to [spares.whitegoods@tcl.com](mailto:spares.whitegoods@tcl.com) with model number, serial number and the details for delivery.
- ❖ Any store credit claim within set DOA period OR any credit claim queries please email to [claims.whitegoods@tcl.com](mailto:claims.whitegoods@tcl.com). There should be standard claim form and please ask one if you don't have.

Any issues or special cases which is out of service procedures, the store must always get the authorization from TCL's Account Managers or After Sales Department first before any actions.