

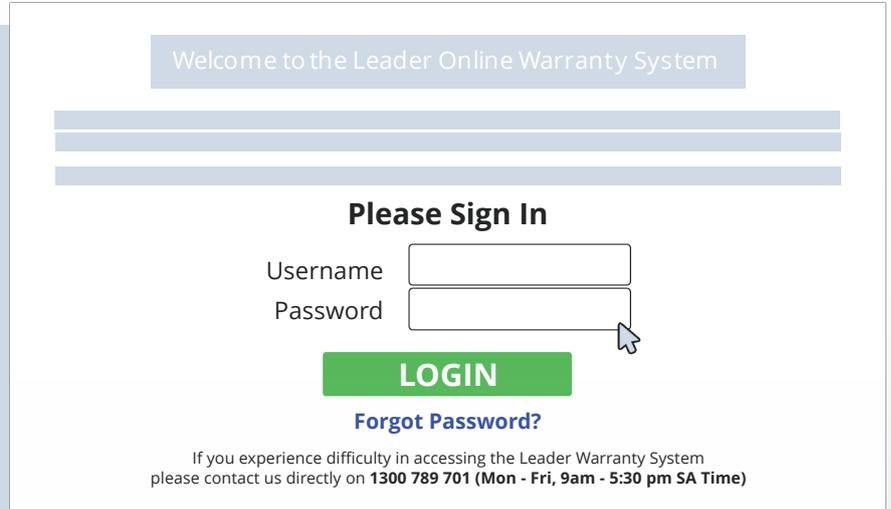
Welcome to the Leader Warranty System.

 This is a quick guide to help you get started.

STEP 1

Log into the Warranty System using your Leader Dealership credentials.

If you are unable to log in, try clicking the **“Forgot Password?”**, and you will be emailed a password reset link.



Welcome to the Leader Online Warranty System

Please Sign In

Username

Password

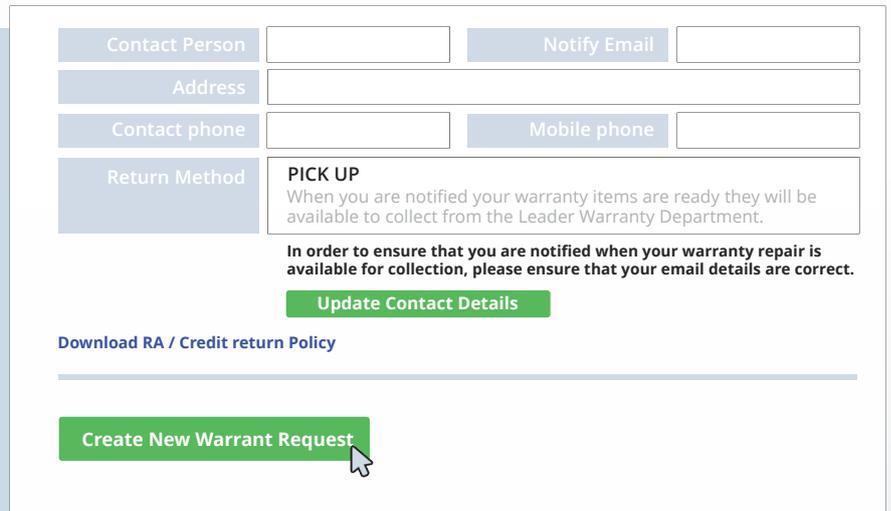
LOGIN

[Forgot Password?](#)

If you experience difficulty in accessing the Leader Warranty System please contact us directly on **1300 789 701 (Mon - Fri, 9am - 5:30 pm SA Time)**

STEP 2

Click on the **“Create New Warranty Request”** button.



Contact Person Notify Email

Address

Contact phone Mobile phone

Return Method **PICK UP**
When you are notified your warranty items are ready they will be available to collect from the Leader Warranty Department.

In order to ensure that you are notified when your warranty repair is available for collection, please ensure that your email details are correct.

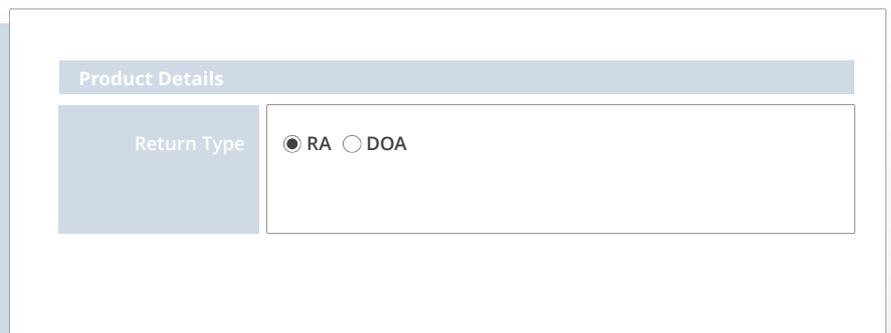
Update Contact Details

[Download RA / Credit return Policy](#)

Create New Warrant Request

STEP 3

Select the Return Type you wish to claim, “DOA” or Standard “RA”



Product Details

Return Type RA DOA

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STEP 4

Enter the product **Serial Number** and click **“Search”**. The form should auto-populate with the necessary information.

NOTE: If your product has a MAC Address, enter that instead.

Product Details			
Return Type:	<input checked="" type="radio"/> RA <input type="radio"/> DOA	Serial No.	037121307318 <input type="button" value="Search"/>
Product Description	Corsair IRONCLAW RGB, FPS/MOBA 18,000 DPI Gaming Mouse		
Stock Code	MICH-IRONCLAW-BK		
Invoice Number	Q-SI-4229408	Purchase Date	14/01/2022 (dd/mm/yyyy)
Fault			

If you do not know the serial number, or the product is not serialized, click **“I don’t know my serial number”**. The input box will change, so you can enter **Leader’s Stock Code** instead.

Stock Code	<input type="text"/>	<input type="button" value="Search"/>
Example Invoice 		

Once you have entered the correct stock code, click **“Search”** and the system will find a list of recent purchases for you. Click the correct invoice, and the form should auto-populate with the necessary information.

Product Details			
	<input type="text"/>	Stock Code	MICH-DC-RGB-PRO <input type="button" value="Search"/>
	<input type="text"/>	Please click on an Invoice below	
	<input type="text"/>	Invoice Number	Invoice Date
	<input type="text"/>	Q-SI-4172141	06/12/2022
	<input type="text"/>		

STEP 5

Please enter detailed fault description. Phrases like **“Dead”**, **“Faulty”** or **“DOA”** are **not accepted**.

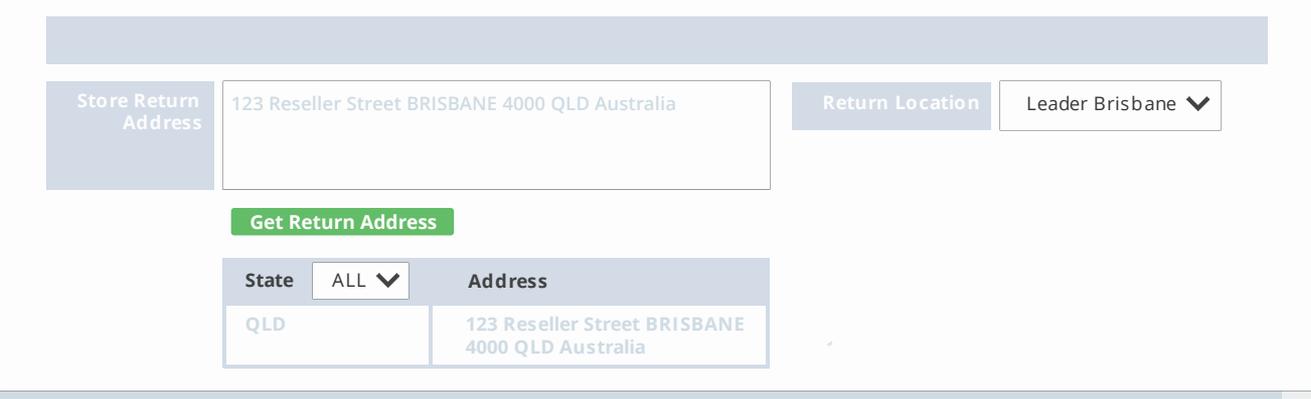
Fault	Left click button is no longer working. Tried firmware and driver updates, no success.
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STEP 6

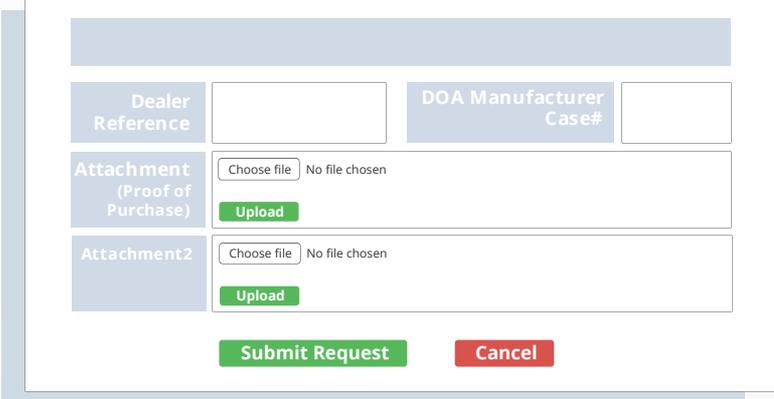
Click “**Get Return Address**” button on the left. The system will gather any of your address from our database (including if you have multiple stores). Click on the correct return address, and this will be the address we send your replacement to. Then, from the drop-down menu on the right, select which Leader Branch you will be sending your return to.



Store Return Address	123 Reseller Street BRISBANE 4000 QLD Australia	Return Location	Leader Brisbane ▼
Get Return Address			
State	ALL ▼	Address	
QLD		123 Reseller Street BRISBANE 4000 QLD Australia	

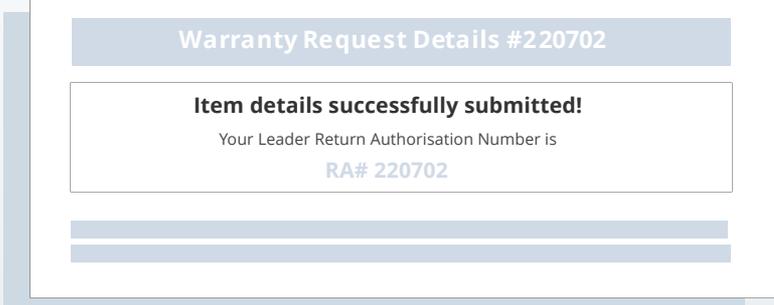
STEP 7

Enter your reference, a DOA or Ticket number as required. You also have the opportunity to upload supporting documents, such as an End User proof of purchase, if required.



Dealer Reference	<input type="text"/>	DOA Manufacturer Case#	<input type="text"/>
Attachment (Proof of Purchase)	Choose file No file chosen Upload		
Attachment2	Choose file No file chosen Upload		
Submit Request		Cancel	

Finally, click “**Submit Request**” and you should be issued an RA number or a Reference ID. From this point, simply return the goods to us and you will be notified once your claim progresses.



Warranty Request Details #220702

Item details successfully submitted!

Your Leader Return Authorisation Number is
RA# 220702