

HOW TO CLAIM PRODUCT FOR RETAILER (In warranty)

Marshall

1



Basically inspect & test customer's malfunction product by Retailer

2



Access product claim web link on laptop / tablet / mobile phone
<https://warranty.ash-asia.com/thwholesaleclaim>

3



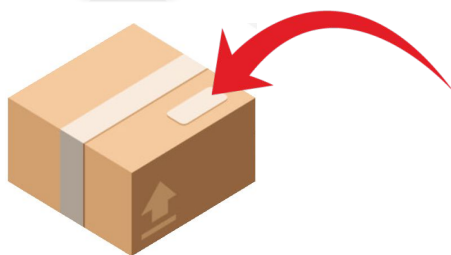
Fill out data in the claim form
Claim No. will be auto generated
THW-24xxxx

4



Send email to ASH CS
Email: th.cs@ash-asia.com
Dear: ASH Customer Service

5



Pack the product & accessories in the original box by Retailer and/or carton box

6

CLAIM NO.
THW-24xxxx

Paste the label of claim no. THW-24xxxx on the product box

7



Courier will pick the claimed product and send new product at PC/Retailer 2-3 working days

CS Hotline

Tel. +66 2 508 8787
Email: th.cs@ash-asia.com
FB: Ash Asia International

www.ash-asia.com

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