



# CitNOW Kit Factsheet

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# 1. Introduction

## 1.1

CitNOW Sales, Workshop, Web and Bodyshop apps are designed to run on standard Apple iPod Touch devices, 5th and 6th generation. These devices need to be running at least iOS 7, but preferably the latest version of IOS.

CitNOW may provide you with iPods (and further associated kit components, see Kit Component Section below) that have been configured with the appropriate CitNOW software for which we retain title. Alternatively, you may use your own device, provided it meets the minimum specification set out above. Together, iPods and components are referred to as "Kit". The pre-configured iPods supplied by CitNOW do not require an Apple ID and adding one is not recommended.

<https://checkcoverage.apple.com/gb/en/>

Please note that installing other apps, music or content on the devices you use to operate the CitNOW service may impair the use of the CitNOW software.

If we have supplied you with an iPod that is under warranty, CitNOW will manage a replacement in accordance with the process set out below.

## 2. Returns process

### 2.1

Please follow the steps below:

- 1.** Please raise a case by completing the form on the Support page of the CitNOW Dashboard, detailing the fault you have encountered. You can login to the dashboard from the Dashboard Login button on the [www.citnow.com](http://www.citnow.com) website. If you do not have access to the CitNOW Dashboard, please speak to your Manager who should have access. If you have any issues, please telephone us on 01189 977740.
- 2.** Once you've logged your case, CitNOW Support will call you to confirm the fault and provide you with a Returns Number – an RMA number.
- 3.** If an Apple ID has been added to the iPod it must be removed before it is returned. If you do not know the details, please see the Apple ID Support page (<https://support.apple.com/en-gb/apple-id>) for instructions on how to find your Apple ID and reset your password.
- 4.** We'll need you to return the faulty iPod to the following address (please include your RMA number as shown):

CitNOW Customer Support  
RMA Number: xxxxxxxx  
9 Millars Brook Office Park  
Molly Millars Lane  
Wokingham  
RG41 2AD

We appreciate that the return of your iPod may prevent you from creating videos so we will do our best to get you back up and running quickly. Remember, you can also download the CitNOW App to another Apple device from the App Store and we'd be happy to assist you with that.

## **3. Replacement or additional iPod**

### **3.1**

If you require a new iPod, you have three options:

- 1.** CitNOW can supply you with an iPod for your use that we configure to your dealership at a cost of £269 + £15 delivery (ex VAT).
- 2.** CitNOW can supply you with a complete kit (iPod, tripod, i- Rig microphone, windjammer microphone cover, plug adapter and charging lead) for your use that we configure to your dealership at a cost of £399 + £15 delivery (ex VAT). Additional (optional) items are also available and are listed on page 5 of this document.
- 3.** You can purchase an iPod from a trusted retailer (new or refurbished) and we will assist you in downloading the CitNOW app on to your device from the App Store.

If you wish CitNOW to supply you with these items, please raise a case by logging into your CitNOW Dashboard.

## 4. Kit components

### 4.1

In addition to the iPod, CitNOW also provides the following kit components:

#### Standard Kit Box Components

- i-Rig (microphone)
- Tripod
- USB Charging Lead
- Plug Adapter
- Windjammer (fluffy cover to prevent wind noise)

#### Optional Kit Box Components

- Digital Tyre Tread Depth Gauge
- Brake Pad Thickness Gauge
- 360 Degree Camera (For use with Interior 360)
- Tripod for 360 Degree Camera

If your component has failed due to a material or manufacturing defect during the 90-day warranty period, you may be eligible to swap it for a replacement. Please follow the Returns Process outlined above.

If you wish CitNOW to supply you with a replacement component due to physical damage or an additional kit component which was not part of your original kit, we can supply each standard component at £35 + VAT, per item. Please contact us for pricing on the optional components listed above. All items exclude delivery which is charged at £8 + VAT. Please raise a case by logging into your CitNOW Dashboard.