



RETURN AUTHORISATION REQUEST FORM

Please complete all details and return via fax to **(03) 9212-7222** or Email (support@wave1.com.au) for a Return Authorisation Number to be allocated. Please include a copy of this form with the item/s to be repaired.

In order to claim warranty repair you must supply proof of the date of purchase otherwise Wave1 will invoice for the listed fixed price repair charge. One sheet per item please.


R.A.N _____ (This will be issued after either a Purchase Order is received by Wave1 for paid repairs, or proof of purchase for warranty repairs)

Proof of purchase must include a copy of the Wave1's invoice showing the product and serial number.

This form can be completed online, printed and faxed or emailed to support@wave1.com.au via Submit button on page 2

Company Details		
Company Name:		
Address:		
Contact Name:		
Email:		
Tel:	Mobile:	Fax:
Equipment Description		
Manufacturer:		
Model:		
Serial Number:		
Tick Here	Type of Repair – please tick which is required	
Please note: Repair Terms are 7 Days All prices quoted in Australia Dollars Ex GST		
	Maintenance Contract # Expiry Date:	
	Warranty Date of Purchase Invoice No:	
	Fixed Price Repair Quoted Price \$ (Copy of P/O is required before RAN can be issued) Please call for Price	
	Time and Materials \$200 / hr + Parts and Freight (plus GST) (Copy of P/O is required before RAN can be issued)	
	Test and Verify / Quotation \$200 / hr + Freight (plus GST) (Copy of P/O is required before RAN can be issued)	
	Quotation Overseas \$800 refundable if unit is repaired. (plus GST) (Copy of P/O is required before RAN can be issued) price subject to change with exchange rate	

Click this text to clear the equipment information from this form, handy for multiple items.

Type of Repair cont.
Do you want a quote on a maintenance agreement for your equipment Yes No
Do you want to rent replacement equipment whilst your equipment is being repaired? Yes No
Fault Description
Please be as detailed as possible, include any diagrams, traces, captures etc that may assist in locating the fault. If applicable please include details of other attached devices. 
General
To have your equipment repaired: <ol style="list-style-type: none">1. Please ensure that all sections on this form are completed.2. Attach this form plus any supporting documentation and/or a purchase order to the equipment being sent for repair.3. Package the faulty equipment ensuring the goods are packed correctly and send freight prepaid to: <p style="text-align: center;">Wave1 Pty Ltd 19 Laser Drive Rowville, Victoria 3178 (Australia)</p>

Please Read

In the event the faulty equipment returned to Wave1 is not covered under warranty or a Wave1 maintenance agreement I will be responsible for all charges associated with the return/repair. I agree to raise a purchase order covering the costs. Where a warranty repair is being claimed I have attached documentary evidence which provides proof of the date of purchase.

Signed

Date