



# RMA – Product Return Form

Full Name:	<input type="text"/>	Company Name:	<input type="text"/>
Email Address:	<input type="text"/>	Reference/Order #:	<input type="text"/>
Phone Number:	<input type="text"/>	Date:	<input type="text"/>
Return Address:	<input type="text"/>		

### Terminal Details: (One form per Terminal/PIN Pad)

- DESK5000  
  DESK3200  
  DESK1500  
  MOVE2500  
  MOVE5000  
  LANE3000  
  IPP315

Serial Number:

### Description of fault: (Please tick)

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Upgrade software and keys only | <input type="checkbox"/> Alert Irruption           | <input type="checkbox"/> Refurbish*         |
| <input type="checkbox"/> Remove Nitro                   | <input type="checkbox"/> Dead/Will not power on    | <input type="checkbox"/> Physical Damage*   |
| <input type="checkbox"/> Load Nitro                     | <input type="checkbox"/> Will not charge           | <input type="checkbox"/> Liquid Damage*     |
| <input type="checkbox"/> USB Cable                      | <input type="checkbox"/> Serial Cable              | <input type="checkbox"/> Not holding charge |
| <input type="checkbox"/> Flash Full                     | <input type="checkbox"/> Replace Internal Battery  | <input type="checkbox"/> Keypad Issue       |
| <input type="checkbox"/> Will not RKI                   | <input type="checkbox"/> Printer Issue             | <input type="checkbox"/> Touch Screen Issue |
| <input type="checkbox"/> USB port faulty                | <input type="checkbox"/> Chip Card Issue           | <input type="checkbox"/> Display Issue      |
| <input type="checkbox"/> Swipe Card Issue               | <input type="checkbox"/> Contactless/Paywave Issue |   |
- Connectivity Issue:  
  Ethernet  
  WiFi  
  3G/4G/GPRS  
  Bluetooth  
  Modem

Other issue (please specify): \* Not covered by Warranty

  


### Accessories included: (Please tick)

<input type="checkbox"/> PSU	<input type="checkbox"/> External Battery	SN:	<input type="text"/>
<input type="checkbox"/> Figure 8 Cable	<input type="checkbox"/> SIM Card	SN:	<input type="text"/>
<input type="checkbox"/> Magic Box	<input type="checkbox"/> Terminal Base	SN:	<input type="text"/>
<input type="checkbox"/> Rear Cover/s	Base RA Number:	<input type="text"/>	

### Fixed Price Levels: (Please note: An Inspection Fee of \$50 + GST will be charged as a quote rejection fee)

- |   |  |   |             |
|---|--|---|-------------|
| <input type="checkbox"/> Quote Before Repair        |  | <input type="checkbox"/> Electronic Repair – PIN Pad  | \$110 + GST |
|   |  | (Swipe Card, Chip Card, Contactless, Display, Connectivity, etc)                                  |             |
| <input type="checkbox"/> Inspections & Testing      | \$50 + GST   | <input type="checkbox"/> Electronic Repair – DESK Range   | \$150 + GST |
|   | (Inspection, Testing & Reactivation of Terminal)                 | (Swipe Card, Chip Card, Contactless, Connectivity, Touch Screen, Display, Printer, etc)           |             |
| <input type="checkbox"/> Cosmetic Repair/Refurbish* | \$75 + GST   | <input type="checkbox"/> Electronic Repair – MOVE Range   | \$195 + GST |
|   | (Physical Damage, Cable Cover, Printer Door, Keypad, Lens, etc.) | (Swipe Card, Chip Card, Contactless, Connectivity, Touch Screen, Display, Printer, Charging, etc) |             |
| <input type="checkbox"/> MOVE Base                  | \$75 + GST   |   |             |
|   | (Charging Issue, Connectivity, etc)                              |   |             |

\* Not covered by Warranty

Approved By: (Name)