

FOR AUSTRALIAN CUSTOMERS

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FOR NEW ZEALAND CUSTOMERS

Mobico Ltd
 Level 4, 69 Beach Rd
 Auckland City
 Auckland 1010
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NEW ADDRESS

EQUIPMENT REPAIR FORM

SERVICE TYPES, CHARGES and CONDITIONS

WARRANTY REPAIRS	<input type="checkbox"/> Equipment under Warranty Note: warranty status will be checked and confirmed.	Mobile Computers & WLAN equipment (Switches and AP's) have 12 month warranty. Scanner products warranty range from 12 to 60 months depending on model. Serialised accessories (i.e. charging cradles) have a 3 month warranty only. Non serialised accessories such as cables, antennas and batteries have a 30 day warranty only.
	<input type="checkbox"/> Previously Repaired Equipment	Any previous fault repaired by Mobico has a 30 day warranty on that repair only and associated parts used.
	<input type="checkbox"/> Equipment in Service Maintenance Agreement	Equipment covered by Motorola Service from the Start contracts and/or Mobico Service Level Agreements.
CHARGED REPAIRS	<input type="checkbox"/> Repair, No Quotation Required	Please provide Purchase to cover Repair Charges
	<input type="checkbox"/> Quote Before Repair <u>QUOTE IS VALID FOR 7 DAYS ONLY</u>	A Purchase Order must be provided as Acceptance of Quote before any Repairs will be undertaken. If no Purchase Order provided within in 7 days of Quote, equipment will be returned, unrepai red.
OTHER CHARGES	Freight and Handling is charged on <u>all</u> Repairs	\$ 55 ex GST + Freight
	Quote Declined Charge (if Quote for Repair is declined, charge to cover diagnosis & quoting time and effort)	\$ 55 ex GST + Freight
	No Fault Found Charge (where equipment sent in under Warranty Repair Category is found to have no Fault)	\$ 55 ex GST + Freight
	<input type="checkbox"/> Return to Service (i.e. Staging of Client Build to Device) <i>Staging is not covered by Motorola Service from the Start Contracts</i>	\$ 85 ex GST + Freight

CUSTOMER DETAILS

Customer Name <input type="text"/>	Contact Name <input type="text"/>	E-mail <input type="text"/>
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Shipping Address

Customer Ref / PO Number <input type="text"/>	Date <input type="text"/>	Phone <input type="text"/>	Fax <input type="text"/>
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PRODUCT /FAILURE DESCRIPTION: (Please check the option below which best describes the failure that you are experiencing).

Serial Number <input type="text"/>	Product Type <input type="text"/>	Please Specify If Any Accessories Included: <input type="text"/>	
DAMAGE <input type="checkbox"/> Damage Back / Front Case <input type="checkbox"/> Liquid Damage <input type="checkbox"/> Internal / Loose Parts <input type="checkbox"/> Connectors Broken <input type="checkbox"/> Lens Scratched CABLE <input type="checkbox"/> Connector Clip Broken <input type="checkbox"/> Cut / Pinched <input type="checkbox"/> Cable Stretched	DISPLAY <input type="checkbox"/> No backlight/Faint or No Display <input type="checkbox"/> Cracked <input type="checkbox"/> Screen Frozen <input type="checkbox"/> Missing Characters / Lines <input type="checkbox"/> Faulty Touch Screen OTHER <input type="checkbox"/> Refurbish	BATTERY <input type="checkbox"/> Damage <input type="checkbox"/> Drain Problem <input type="checkbox"/> Heating Up <input type="checkbox"/> Won't Charge <input type="checkbox"/> Won't Hold Charge MEMORY <input type="checkbox"/> Software Corrupt <input type="checkbox"/> Terminal Fails Self Test	COMMUNICATIONS <input type="checkbox"/> Terminal Will Not Log On <input type="checkbox"/> Terminal Log On Intermittently <input type="checkbox"/> Not Dialling <input type="checkbox"/> Can Not Download Software <input type="checkbox"/> Radio / Wireless Problem KEYBOARD <input type="checkbox"/> Missing / Worn / Sticking Keys <input type="checkbox"/> Keys Not Working

Please provide any additional detail regarding the device failure (if none of the above descriptions apply):