

SYMBIOTIC DEVICES - CUSTOMER RETURNS – REPAIRS / SERVICING

PACKING AND SHIPPING INSTRUCTIONS

When equipment needs to be sent to Symbiotic Devices for servicing or repairs, please prepare the items for shipping by systematically stepping through the following instructions. If you have any questions that are not covered in these instructions please contact the Logistics team by email.

- We strongly recommend you catalogue all items being packaged with a clear photo of every item being sent and a detailed list of all items including serial numbers or other identifying information
- Please use an undamaged sturdy box or satchel (if appropriate) to pack the items
 - Ensure there are no other shipping labels adhered to the outside of the box
 - If unable to remove other labels - strike through with a thick tipped pen, or cover any barcodes or old addresses on the box
- Please use plenty of internal packaging to secure the items, such as bubble wrap or foam
 - For sensitive devices - a minimum of 5cms of packaging on all surfaces is recommended
- Seal the box securely with strong parcel tape on all edges of your parcel. This will help reinforce the corners of the box and make sure your parcel won't fall open
- For sensitive items please add **"Fragile"** or **"Handle with Care"** stickers
- Please attach / write the collection and delivery address onto the parcel
- Weigh and measure your parcel after it's fully packaged and sealed
- Please provide the following details to our Logistics team by email (logistics@symbioticdevices.com.au)
 - Weight and dimensions of the parcel / box
 - Pickup Address
 - Details of the Contact Person (Name, Phone Number, Email)
 - Appropriate date for pickup
 - Our Logistics team will then send you the courier labels to be attached to the parcel
- Please attach the courier labels to the parcel / box / satchel securely
- When the courier arrives to pick up the item, please ensure they sign the Pickup Form, or Institute's Log Book

Disclaimer

Symbiotic Devices has provided information to assist you in the correct packaging and labelling of parcels / boxes / satchels to minimise potential mishaps, however, you acknowledge and agree that Symbiotic Devices is not responsible for the repair or replacement of items sent to us if damaged in transit from incorrect packaging or labelling.

Temporary Ownership Agreement

Please sign and date this form assigning temporary ownership of your materials to Symbiotic Devices, to enable insurance coverage. Ownership will automatically return to you upon return of your materials.

Signature

Company Name

Date