

Charges

• Associated Charges (Please select one option only) *

a. Items with a current service agreement and/or are within the warranty period

(Applied to those with a service contract with Symbiotic Devices which covers shipping and/or if all items are inside warranty period. Shipping charges will be covered by Symbiotic Devices)

Please note below your service agreement and/or warranty details (ie. date of receipt) with Symbiotic Devices and complete details for shipping section. (If you are unsure of warranty period please contact support@symbioticdevices.com.au)

b. Items outside the warranty period, no warranty cover

Do you accept all applicable charges associated with shipping the item to Symbiotic Devices / OEM - Original Equipment Manufacturer - for assessment, and it's return?

YES (Please complete details for shipping section) NO N/A - Organising my own shipping

• Assessment/Repair Charges

If it is reasonably determined that a repair or replacement is not covered by the warranty, do you accept all applicable charges associated with assessment and provisional work in order to run tests.

YES NO

Once assessed you will be notified of any associated repair and return shipping costs prior to repair.

Please note our service hourly fee (AUD \$ 198 + GST).

Details for shipping

Delivery/Pickup Address _____

Parcel Dimensions HxWxL (cm) _____ Parcel Weight (kg) * _____

Preferred Date of Pickup * (Please allow 24 hours to arrange courier) _____

Items for Return

Please list all items individually, including Serial Number/ Lot number if applicable

1. Product Description / Article Number and Serial / Lot Number * (Please include Serial number if available)

2. Product Description / Article Number and Serial / Lot Number

3. Product Description / Article Number and Serial / Lot Number

4. Product Description / Article Number and Serial / Lot Number

* Required

5. Product Description / Article Number and Serial / Lot Number

6. Product Description / Article Number and Serial / Lot Number

7. Product Description / Article Number and Serial / Lot Number

8. Product Description / Article Number and Serial / Lot Number

9. Product Description / Article Number and Serial / Lot Number

10. Product Description / Article Number and Serial / Lot Number

Reason for Return / Additional Information
