



RETURN MERCHANDISE AUTHORISATION (RMA)

If returning item(s) for assessment/repair/replacement or return please download, complete and email this form to Symbiotic Devices: logistics@symbioticdevices.com.au.

Please also print a physical copy and include it with the returned items.

Email address *:
State *:
Authorisation number provided to you by Symbiotic Devices.
Would you like Symbiotic Devices to organise shipping to our Head Office? When sending equipment to Symbiotic Devices for servicing or repairs, please follow the Shipping instructions obtained at https://www.symbioticdevices.com.au/links. Symbiotic Devices takes no responsibility for damages that may occur to goods as a result of insufficient packaging or inadequate handling during transportation. YES (Please complete parcel Information) NO
If not already provided, is loan/replacement required? Date required for loan/replacement (Please allow a minimum of 24 hours for courier delivery) Date:

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)
\Box 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?
\square YES (Please complete details for shipping section) \square NO \square 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
Details for shipping
Details for shipping Delivery/Pickup Address
Details for shipping Delivery/Pickup Address Parcel Dimensions HxWxL (cm) Parcel Weight (kg) *
Details for shipping Delivery/Pickup Address Parcel Dimensions HxWxL (cm) Parcel Weight (kg) * Preferred Date of Pickup * (Please allow 24 hours to arrange courier)
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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