



SYMBIOTIC
D E V I C E S

logistics@symbioticdevices.com.au
www.symbioticdevices.com.au



RETURN MERCHANDISE AUTHORISATION (RMA)

When returning item(s) for assessment/repair/replacement or return please **download, complete, save 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 *: _____

Organisation / Institution Name *: _____

First Name *: _____

Last Name *: _____

Department : _____

Address (Building, Street Name, City & Post Code) *: _____

State *: ☐ ACT ☐ NSW ☐ NT ☐ NZ ☐ QLD ☐ SA ☐ TAS ☐ VIC ☐ WA

Phone *: _____

Repair / Return Number *: _____

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 described on page 4, 5 and 6.**

(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 details for shipping and sign temporary ownership agreement)

☐ NO

If not already provided, is a loan/replacement required? * ☐ YES ☐ NO

Date required for loan/replacement (Please allow a minimum of 24 hours for courier delivery) : _____

* Please note that loan equipment availability is not guaranteed, and may be chargeable.

Equipment of the same functionality may be loaned if available or in accordance with existing Services Agreement.

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 all items are inside the warranty period. Shipping charges will be covered by Symbiotic Devices)

Please record, 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)

Service, agreement details, INV or P.O# _____

☐ b. Items outside the warranty period, no warranty cover, no service agreement

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 \$ 237.60 + 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) _____

Best Time Slot for Pickup * (Must be at least 2 hour for courier) _____

Items for Return

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

	Product Description	Product No.	Serial Number	Lot Number
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Reason for Return / Additional Information

Temporary Ownership Agreement *

If Symbiotic Devices is organising the shipping, Symbiotic Devices must take temporary ownership of your device in order to enable insurance coverage. Please sign this form to agree to this condition. Once the materials are returned, ownership will automatically be transferred back to you.

TOA Signature

TOA Date

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 instructions provided in page 4, 5 and 6. If you have any questions that are not covered in these instructions please contact the Logistics team by email (logistics@symbioticdevices.com.au).

- 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 to pack the items(s).
 - 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 packaging foam and bubble wrap, refer to pages 5 and 6.
 - 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"** labels.
- 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.

Equipment Returns Packaging Instructions

ATTENTION

To ensure the safe transportation and arrival of the equipment, it is important to follow the provided instructions. Neglecting to pack the equipment appropriately may lead to undesirable damages. Instructions solely aim to safeguard medical equipment.



We request that you use a sturdy double-walled box with GSM no less than 200. Alternatively, you can reinforce the box with additional cardboard.



Line the box with protective Polyethylene Packing Foam (flexible), you can also use thick cardboard or Polystyrene sheets (rigid) as alternatives.



Fill any voids or gaps in the box to prevent the equipment from moving around during transit, making sure to have at least a 5cm layer of protection.



Please use additional padding to cover the equipment.



Once the equipment is wrapped, make sure to fill any remaining voids or gaps, you can use corrugated paper as an alternative (see photo).



Alternatives for padding also include thick cardboard, Polystyrene sheets (rigid) and Polyethylene Packing Foam (flexible).



Avoid using bubble wrap or thin foam sheets as the sole layer of protection for the equipment, as they will not adequately prevent movement during transit. Bubble wrap should ONLY be used to fill voids and gaps.



Taking the time to properly package the equipment can save you time, money and stress. Poor packaging can result in misalignment of internal sensitive parts and eventual malfunction of the equipment, jeopardizing performance, measurement results and lifespan.