



Radio Industries (Australia) Pty Ltd
Phone: 1300 266 682

Head Office (NSW): (02) 4973 2763
Unit 1-10 Alliance Ave, Morisset NSW 2264



EXCLUSIVE SERVICE & REPAIR AGENT
& PARTS SUPPLIER IN AUSTRALIA

Service & Repair Form

Note: A separate form must be submitted for each item submitted

Customer Information:

Name: _____

Company: _____

Shipping Address: _____

City: _____ State: _____

Zip Code: _____

Phone Number: _____

Email Address: _____ Bill To (Email): _____

RMA Number: _____

Received By: _____

Date Received: _____

Repair Estimate: _____

Repair Completed By: _____

Date Repaired: _____

Comments: _____

For Office Use Only

Equipment Information:

Type of Equipment: <input type="checkbox"/> Portable Two-Way Radio <input type="checkbox"/> Vehicle-Mounted Two-Way Radio <input type="checkbox"/> Peltor Headset <input type="checkbox"/> Sensear Headset <input type="checkbox"/> Repeater <input type="checkbox"/> Other: _____	Brand: <input type="checkbox"/> Motorola <input type="checkbox"/> Delta <input type="checkbox"/> Sensear <input type="checkbox"/> Hytera <input type="checkbox"/> Icom <input type="checkbox"/> Kenwood <input type="checkbox"/> Simoco <input type="checkbox"/> Peltor <input type="checkbox"/> Entel <input type="checkbox"/> Other (specify): _____	Requested Service: <input type="checkbox"/> General Service & Repair <input type="checkbox"/> Warranty Check <input type="checkbox"/> Replacement/ Out of Box Failure <input type="checkbox"/> Repair Quote Request <i>(See important note in Service Agreement)</i> <input type="checkbox"/> Programming <input type="checkbox"/> Other: _____
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Model: _____ Serial Number: _____ Frequency Range: _____ Purchase Date: _____ Warranty Status: <input type="checkbox"/> In Warranty <input type="checkbox"/> Out of Warranty	Issue Description: <i>(Please describe the problem you are experiencing with your equipment)</i> _____ _____ _____ _____ _____
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Accessories Included: (Check all that apply)

Battery Antenna Charger Audio Accessories _____ Other: _____

Once completed, send the form to service@radioindustries.com.au to be allocated an RMA number.



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Service Agreement:

Service Authorization: By submitting this form, the customer authorizes the service center to evaluate and repair the equipment listed. An initial evaluation fee may be charged, which is non-refundable.

Repair Estimates: If the repair costs exceed the initial evaluation fee, the customer will be contacted with a repair estimate. **Important Note:** We do not typically provide a quote prior to repair as the equipment is usually repairable once inspected. If a repair quote is requested, an inspection fee will be charged in addition to the repair cost.

Warranty Repairs: For equipment under warranty, proof of purchase must be provided. Warranty repairs are subject to the terms and conditions of the manufacturer's warranty policy.

Non-Warranty Repairs: For out-of-warranty equipment, all repair costs including parts and labor will be the responsibility of the customer.

Parts Availability: For brands not listed on the form, parts availability will be checked before accepting the equipment for repair. The service center reserves the right to refuse service if parts are unavailable.

Shipping and Handling: The customer is responsible for all shipping and handling costs to and from the service center. Proper packing and shipping instructions must be followed to prevent damage during transit.

Repair Time: Estimated repair times may vary depending on the complexity of the issue and parts availability. The service center will provide an estimated completion date upon receiving the equipment.

Payment Terms: Payment for repairs is due upon completion and before the equipment is shipped back to the customer.

Liability: The service center's liability is limited to the repair cost of the equipment. The service center is not liable for any indirect, incidental, or consequential damages.

For more terms and conditions, visit our website. <https://radioindustries.com.au/terms-and-conditions/>

Packing and Shipping Instructions:

Remove Accessories: Remove all accessories, including batteries, chargers, antennas, and microphones. Pack these accessories separately to avoid damage during transit.

Use Appropriate Packing Materials: Wrap the equipment in bubble wrap or other protective materials to prevent damage.

Label the Package: Clearly label the package with RMA Number & your details in Sender Address

Shipping Method: Choose a reliable shipping service with tracking and insurance. The service center is not responsible for any damage or loss during shipping.

Include the Service Form and ensure a separate form is filled out for each item. Enclose the completed form with its respective equipment to ensure proper identification and processing.

Once completed, send the form to service@radioindustries.com.au to be allocated an RMA number.