



Return address: 301 Catherine Street,
Leichhardt, N.S.W 2040

Please note: All fields are mandatory.

Missing information may cause delays for your repair. Refer to page 2 for field explanations.

First Name	
Surname	
Company Name	
Company/Residential Address	
Contact phone	
Email Address	
Invoice No.	
<u>Device Information</u>	
Model	
S/N (Serial no.)	
Items sent/accessories	
<u>Fault Information</u>	
Fault Frequency	
Fault Notes	
<u>Repair Category</u>	
Warranty? Y/N	
<p>Please Note:</p> <ul style="list-style-type: none"> • Warranty repairs must have <u>proof of purchase attached.</u> 	

Details

User Information

- Should MMS need to contact you in regards to the repair; the Email address or Contact phone number will be used.

Hardware Information

- If faulty device is under warranty, please provide the 'Proof of Purchase' (POP).
- To find the S/N (serial number) you may need to look around your unit or inside your unit.

Fault Information

- Please provide as much detail as you can as this will assist the technician to quickly locate the fault and speed up the repair process.

Repair Category

- Warranty repairs require the Proof of Purchase. Please provide the POP with the faulty device.
- Liquid ingress and or impact damages to your device are exempt from warranty.

Returns

- When returning boxed or packaged goods, please ensure you pack them suitably to avoid any damage throughout the shipping process.
- Please send your goods via registered post or courier
- Shipping charges are non-refundable and the cost of the shipping is at your own expense.