

LABEL POWER PRINTER / HARDWARE SERVICE

SERVICE / RETURN MATERIAL AUTHORISATION (RMA)

Please forward the completed copy of this request form to Label Power with the printer and via

EMAIL: help@labelpower.com.au

Toll Free Australia **1300 727 202**

Outside Australia **+61 7 3710 7000**

Client Options		Service Request Payment		RMA Number	
Express Charge	Onsite	Remote	Order Number <small>generated from payment (see below)</small>	Warranty <small>No payment needed if covered</small>	Ref No

CUSTOMER INFORMATION

SHIPPING DETAILS (IF DIFFERENT)

Company Name		Company Name	
Address		Contact Name	
Suburb	State	Address	
Postcode	Country AUS	Suburb	State
		Postcode	Country

CONTACT INFORMATION

Contact Name	Email Address _____
Phone Number	Notes:

EQUIPMENT AND REPAIR DETAILS

Serial Number	Make
Required Firmware / OS ver	Model Number
Fault Description	Additional notes

INSTRUCTIONS

Please use the original packaging and box, otherwise pack securely to avoid damage while in transit.

We accept no liability for equipment which has not been securely packed.

All inkjet printers must have their ink tanks / cartridges installed to avoid any leakage issues during transport. Or similar, to stop leaks.

Please include the power supply adapter.

Unless your printer is covered under warranty you will be responsible for all labour, parts and all freight charges.
(return freight charges will vary depending on location, please ring or email for a freight quote. Approx freight \$30.00)

Unpaid uncollected goods; After 3months unpaid goods will be marked as uncollected.

TERMS AND CONDITIONS

By submitting this RMA request I agree to the Terms & Conditions below relating Label Power Pty Ltd Service and Repairs –

1. Service fee: \$199.00 first hour or part thereof. \$199.00 each additional hour.
2. Callout fee: From \$25.00; Greater Brisbane including City \$99.00; Exceptions below;
Burleigh Heads \$140; Broadbeach \$150; Mooloolaba \$165; Noosa \$225; Toowoomba \$180;
3. Urgent Fee: Min 2 hr charge @ \$180.00 per hour plus Call Out
4. Please complete and return this form requesting a quote for call out if not within the above locations.
5. Cost accrued by Label Power such as Parking, Accommodation, Flights etc will be charged at costs.
6. Invoice to be paid within 30 days from date of invoice for accounts. >30 days incurs 1.5% per month interest on any undisputed amount.
7. A deposit / part payment is required for customers who do not have an Account with Label Power Pty Ltd. Or claiming Warranty/ SLA
<https://www.labelpower.com.au/product/id/service-charge-remote-1-hr/> Please enter Order Number at top of form.

It is the customer's responsibility to take away anything which is detachable from the repair items. Label Power Pty Ltd is not responsible if the accessories are not shipped back. Depending on the items sent for service, please remove and pack securely anything which is detachable from the unit, any attached ribbon and cables. RMA number is for the specific product part numbers, serial numbers and quantities listed on the RMA form. Please notify of any cancellation once RMA number issued. Some printers it is recommend to remove the print head. All prices are + GST

SERVICE CENTER LOCATIONS

LABEL POWER SERVICE 6 Colebard Street West Archerfield, Australia 4108	_____ Signature
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