



An RGA is required before service / repair can commence

(Office Use Only) RGA number:

Company:.....
 Contact:..... Date:.....
 Delivery Address:..... Post Code:..... City..... State:.....
 Phone:.....
 Email Address:

Item 1: Multiple items (refer to page 3)

MAKE:..... MODEL:.....
 SERIAL No:DATE PURCHASED IF WARRANTY:..... INVOICE NUMBER:.....
 ACCESSORIES:.....
 PLEASE GIVE CLEAR DESCRIPTION OF SERVICE / FAULT / ERROR:

(Please tick one) **HAND DELIVER**

SENDING IN

DELIVERY INSTRUCTIONS: All items being returned for service / repair should be sent to:

**Pacific Data Systems Australia
 27 Hi-tech Court,
 Eight Mile Plains
 QLD 4113, Australia**

For return of your items please ensure that you nominate your preferred carrier and carrier account number. A Packing & Handling charge will apply

Name of Carrier:

Carrier Account Number:

Please note that the return of the product(s) WILL NOT be covered by Pacific Data Systems Australia Pty Ltd insurance and as such Pacific Data Systems Australia Pty Ltd will not accept any liability after it leaves our premises.

Repair Conditions;

1. A minimum assessment fee of \$125 (ex GST) applies to any instrument that is inspected*, but ultimately not repaired/serviced.
 (*Datataker instruments have a minimum assessments fee of \$195.00 ex GST.)
 (*ELSEC have a minimum assessment fee of \$470.00 ex GST).
2. Items that will need to be sent back to manufacturer must be approved by the customer prior to shipment.
3. Repairs cannot commence without an RGA number.
4. Cash Sale customers are to complete payment before the repair is returned.
5. Pacific Data Systems Australia Pty Ltd will not be responsible for;
 - a) Repairs without RGA forms.
 - b) Repairs that have not been claimed within 60 days of completion,
 - c) Delays in spare parts delivery from third-party manufacturers, or delays in repairs undertaken by third-party manufacturers,
 - d) Data loss during the repair of any instrument.
6. Labour is charged at \$250.00 per hour

DECONTAMINATION (Complete when applicable)

Please ensure all equipment has undergone decontamination prior to being sent to Pacific Data Systems Australia Pty Ltd. (e.g. biological, bacteriological, virological, chemical or radioactive) and specify below what decontamination procedure was used:-

Decontamination Declaration

I confirm the above information is true and complete to the best of my knowledge and belief.

Note: # Failure to accurately disclose the above information may result in legal action.

The repair / service to the unit cannot be started until this section is completed and signed off.

Method of decontamination:.....

Authorised Signature: Date:.....

Name (Printed):.....

If you have any queries please contact us on 07 3361 2000 or email service@pacdatasys.com.au



Item 2:

MAKE:..... MODEL:

SERIAL No:..... DATE PURCHASED IF WARRENTY.....

ACCESSORIES:.....

PLEASE GIVE CLEAR DESCRIPTION OF SERVICE / FAULT / ERROR:

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Item 3:

MAKE:..... MODEL:

SERIAL No:..... DATE PURCHASED IF WARRENTY.....

ACCESSORIES:.....

PLEASE GIVE CLEAR DESCRIPTION OF SERVICE / FAULT / ERROR:

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Item 4:

MAKE:..... MODEL:

SERIAL No:..... DATE PURCHASED IF WARRENTY.....

ACCESSORIES:.....

PLEASE GIVE CLEAR DESCRIPTION OF SERVICE / FAULT / ERROR:

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Item 5:

MAKE:..... MODEL:

SERIAL No:..... DATE PURCHASED IF WARRENTY.....

ACCESSORIES:.....

PLEASE GIVE CLEAR DESCRIPTION OF SERVICE / FAULT / ERROR:

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Item 6:

MAKE:..... MODEL:

SERIAL No:..... DATE PURCHASED IF WARRENTY.....

ACCESSORIES:.....

PLEASE GIVE CLEAR DESCRIPTION OF SERVICE / FAULT / ERROR:

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