



## RMA Repair Procedure

Should any of your Point Mobile, CipherLab, TSC or other devices require any form of service or repair, please complete the **JRC Repair Return** form following, and enclose it together with the goods packed securely and please contact below :

JRC International Pty Ltd

**P:** 02 9621 3377

**Attention:** Service Department

**E:** [cmartin@jrc.com.au](mailto:cmartin@jrc.com.au)

14/28 Garling Rd, Kings Park 2148,  
PO BOX 1062, Kings Langley NSW 2147

- If the unit is covered by warranty, please include a copy of the purchase invoice for confirmation. Air satchel or road freight back to you will be provided by JRC International.
- Please send all accessories included with the unit: power supply, batteries, communication cables etc.

### Repair Charges:

Repair charges range depending on the nature of fault and how much time will be consumed in completing the repair. Price levels apply as per the following (but not limited to):

**Minimum:** No fault found, cleaning, software upgrade, minor parts only, rejected quote.

**Intermediate:** Single major part replacement, excluding main board or mechanism assemblies

**Maximum:** Multiple major part replacement, main board replacement, mechanism assemblies

### Repair Quotes:

All repairs are initially diagnosed and quoted for. Quotation will be sent to customer for acceptance, if quotation is accepted: JRC Service will go ahead and repair the item(s) accordingly. If quotation is rejected, the minimum repair charge and freight cost is applicable and item(s) will be shipped back to customer unrepai red.

### Standard New Sale Product Warranty:

All hardware devices	Please refer to item brochure
Cables, Power Supplies, Batteries, Accessories	3 Months

Warranty does not cover products which, in JRC's sole judgment have been subject to misuse, abuse, neglect, or improper installation or maintenance, unauthorized repair or installation, modifications or alterations of the product.

# JRC Return - Repair Form

14/28 Garling Rd, Kings Park 2148 - Phone 02 9621 3377 - Email [cmartin@jrc.com.au](mailto:cmartin@jrc.com.au)

## Receiving Authority

### Customer Details

Company \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_  
State \_\_\_\_\_ Post Code \_\_\_\_\_

RA Number: \_\_\_\_\_

This RA Number is generated by JRC on receipt of completed form and returned to you. When RA received, authority has been granted to return goods.

Email \_\_\_\_\_  
Phone Number \_\_\_\_\_  
Fax Number \_\_\_\_\_  
Contact Name \_\_\_\_\_

Qty	Model	Serial Number

Sent With:

☐ Cables    ☐ Power Supply    ☐ Battery    ☐ Other (Details Below)

Other Details

☐ Charge    ☐ Inspection and Quote    ☐ Warranty Claim    ☐ General Maintenance

Warranty Information

Purchase Date

Invoice Number

Reported Fault (Please add as much information as possible)

Fault

\_\_\_\_\_  
Received By

Contact JRC- Phone: 02 9621 3377 - Email [cmartin@jrc.com.au](mailto:cmartin@jrc.com.au)