

RMA Repair Procedure

JRC International is the authorised service, support and repair center for all the hardware and software products sold by JRC International; ranging from CipherLab, TSC, Wasp MobileAsset, InventoryControl systems and more.

Should any of your 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 delivered freight paid to:

JRC International Pty Ltd

Attention: Service Department

7/28 Garling Road

Kings Park NSW 2148

P: 02 9621 3377

F: 02 9831 4878

E: support@jrc.com.au

- 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 unrepared.

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

7/28 Garling Road KINGS PARK NSW 2148 - Phone 02 9621 3377 - Fax (02) 9831 4878 - Email support@jrc.com.au

Receiving Authority

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.

Customer Details

Company _____ Email _____
Address _____ Phone Number _____
City _____ Fax Number _____
State _____ Post Code _____ 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

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