



Return Merchandise Authorisation Request Form

RMA No.: [ ]

Return Merchandise Authorization Numbers are required for ALL products sent in for service. Please fill out this form in its entirety and email to order@aiphonepty.com.au. We will reply with your RMA No.

Date: \_\_\_/\_\_\_/\_\_\_

Company Name \_\_\_\_\_

Contact Name \_\_\_\_\_ Email address \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Post Code \_\_\_\_\_

Phone Number \_\_\_\_\_

Service Request # if applicable

[ ]

AIPHONE strongly recommends that customers contact the Technical Support Department at 02 8036 4507 for troubleshooting assistance before sending the unit in for a repair evaluation.

Type of Repair Evaluation Request (Check appropriate one)

Repair (Warranty determined by Aiphone)

Please provide proof of installation date for warranty verification. Otherwise, lot code will be used to determine warranty. (See warranty statement on Pg. 2.)

\*Need an Estimate? [ ] Yes [ ] No

\*Please authorize the estimated parts & labour charge.

\$ : \_\_\_\_\_

Model Number(s) to be Repaired:

[ ]

Problem(s) Experienced: (check all that apply)	<input type="checkbox"/> No Functionality	<input type="checkbox"/> Physical Damage	<input type="checkbox"/> Lot Number (back or inside of unit)
	<input type="checkbox"/> Audio Problem	<input type="checkbox"/> Power Surge	
	<input type="checkbox"/> Video Problem	<input type="checkbox"/> Modification Required	
	<input type="checkbox"/> Broken Buttons	<input type="checkbox"/> Other (specify below)	
			Intermittent problem? <input type="checkbox"/> Yes <input type="checkbox"/> No

Please describe in detail what is wrong with the unit(s) that you are sending in for repair:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If we do not receive payment within 10 working days of completion of your repair, your unit may be forfeited.

Please include this completed and signed form in the box with the unit being sent in. This will help us expedite your Repair Order.

**Warranty Statement:**

Aiphone warrants its products to be free from defects of materials and workmanship under normal use and service for a period of three years after installation at the ultimate user and will repair free of charge or replace at no charge, should it become defective upon which examination shall disclose to be defective and under warranty. Aiphone reserves unto itself the sole right to make the final decision whether there is a defect in materials and/or workmanship; and whether or not the product is within the warranty. This warranty shall not apply to any Aiphone product which has been subject to misuse, neglect, accident, power surge, or to use in violation of instructions furnished, nor extended to units which have been repaired or altered outside of the factory. This warranty does not cover batteries or damage caused by batteries used in connection with the unit. This warranty covers bench repairs only, and any repairs must be made at the shop or place designated in writing by Aiphone.

This warranty is limited to the standard specifications listed in the operation manual. This warranty does not cover any function that is added by users or suppliers when used in connection with third party products. Please note that any damage or other issues caused by a failure to use the unit in connection with Aiphone products are also not covered by this warranty. Aiphone will not be responsible for any costs incurred involving onsite service calls. Aiphone will not provide compensation for any loss or damage incurred by the breakdown or malfunction of its product during use, or for any consequent inconvenience or losses that may result. Proof-of-purchase or proof of installation is required to verify warranty period.

**Repair Service:**

At our discretion, Aiphone will repair free of charge or replace at no charge Aiphone product that, upon examination by an Aiphone Repair Technician, is proven defective and under warranty. Aiphone reserves the right to make the final decision as to whether there is a defect in materials and/or workmanship, and whether or not the product is within the warranty.

*Sign here to acknowledge that you have read and understand Aiphone's Repair Policy, and agree to the conditions herein.*

**Signed:**

**Date:**

**For your convenience,  
clip and tape the section  
to the right onto your  
outgoing package.  
RMA No. must be visible  
on the outside of the box.**

RMA Request Form Rev 1, 2015

**AIPHONE PTY. LTD.**  
**Attn: Technical Support Department**  
**Unit 11A 2 Eden Park Drive**  
**Macquarie Park NSW 2113**

**RMA Number:**