



Repair RMA# Request Form
Fax: +61-(0)2-8036-4507

RMA Number:

RMA Numbers are

required for ALL products sent in for service. Please feel free to use your own reference number if you have any. If you need one, please email techsupport@aiphone.com.au

Date: ____/____/____

Company Name _____

Contact Name _____ Email address _____

Address _____

City _____ Post Code _____ State _____

Phone Number _____

TS Ticket # *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. Approximately 1/3 of all units sent in for repair or credit evaluation are found to have no defects in operation and workmanship.

Repair Evaluation Request the

☐ **Repair** (Warranty determined by Aiphone)

Please provide proof of installation date for warranty verification. Otherwise, the Lot# will be used to determine the warranty.

*Need an Estimate? ☐ Yes ☐ No

*Please authorise the estimated parts & labour charge up to this amount for expedited service.

\$: _____

*Estimate & Repair fees:

- *Requesting an Estimate could extend the total time of your service. Please authorise a maximum amount to be charged before being contacted by Customer Service.*
- *Aiphone may require payment information before service begins, depending on the repair service requested.*
- *If your unit is determined to be out of warranty (i.e. age, power surge, abuse, etc.), repair charges may be assessed, including testing fees for all units sent in.*

Model Name and of the item to be serviced:

Problem(s)

Experienced:
(check all that apply)

- ☐ No Functionality
☐ Audio Problem
☐ Video Problem
☐ Broken Buttons

- ☐ Physical Damage
☐ Power Surge
☐ Modification Required
☐ Other (specify below)

☐ Lot Number (back or inside of unit)

Intermittent problem? ☐ Yes ☐ No

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

*** For Non-account Customers or End Users ONLY ***

Please send us the following information.

1. Name:
2. Address:
3. Email Address:
4. Telephone Number:
5. Original Installer's name and contact information:

When the repair is completed and if payment is necessary, Aiphone will contact you to process the payment via bank transfer.

If we do not receive a payment within ten 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.

The Australian Competition and Consumer Act (2010), which includes the Australian Consumer Law, guarantees certain conditions, warranties and undertakings and give you rights in relation to the quality and fitness for the purpose of AIPHONE Pty Ltd (AIPHONE) products sold in Australia.

Nothing in this Warranty purports to modify or exclude the conditions, warranties and undertakings or any other legal rights under the Australian Consumer Law. This Warranty gives you additional protection for your AIPHONE product and identifies a preferred approach to resolving warranty claims which may be the quickest and simplest for all parties, subject to the below exclusions, terms and conditions.

Warranty

AIPHONE: Warrants that your AIPHONE product is of an acceptable quality (Warranty) for a period of three years (Warranty Period). The period of the Warranty will depend on the AIPHONE product to which it relates. In all cases, the commencement date for the period is the actual day of purchase as included on the Authorised Seller's or Distributor's invoice/receipt provided to you. If you do not have proof of purchase, the warranty will be based on the product lot code.

Warranty Exclusion

Your Warranty does not protect against the following:

Any and all warranties or conditions which are not guaranteed under the Australian Competition and Consumer Act or the Australian Competition and Consumer Regulations 2010 and which are not expressly included in this Warranty as additional warranties or conditions are excluded; this Warranty does not extend to loss caused by normal wear and tear, fire, water (including salt water, sea spray or moisture from nearby swimming pools), theft, vermin or insect infestation;

this Warranty does not cover damage caused by:

- misuse or abusive use of the AIPHONE product, including physical abuse or negligence;
- incorrect operation or not following the proper instructions as stated in the installation manual or the manufacturers manual provided with the product;
- improper installation (including installation on the ceiling or the floor and any other items considered improper installation in the product Installation Manual);
- incorrect or improper maintenance or failure to maintain the AIPHONE product;
- failure to clean or improper cleaning of the product;
- incorrect voltage or non-authorized electrical connections;
- damage caused by batteries;
- adverse external conditions such as power surges and dips, thunderstorm activity, lightning, acts of God, damage caused by vermin, or any other circumstance beyond AIPHONE's control;
- exposure to abnormally corrosive conditions or similar conditions that are likely to cause rust;
- use of non-authorized/non-standard, defective or incompatible parts;
- password setting/resetting and computer virus;
- repair, modification or other work carried out on the AIPHONE product that is not carried out by AIPHONE Technical Service Repair Department; and
- any defects not notified to AIPHONE within the Warranty Period, although you may have statutory rights outside of the Warranty Period.

*The customer accepts the AIPHONE product at their own risk where the stainless-steel inter-com equipment is installed at the election of the customer on a coastal premise or a site where there is abnormally corrosive conditions. This is despite any representations about the durability of AIPHONE products made by installers.

Consumer Guarantees

You are entitled to a solution if the product does not meet a consumer guarantee under Australian Consumer Law. The solution will depend on whether the defect is minor or major.

If your product has a minor defect (anything other than a major defect- see below), we will replace or repair your product within a reasonable time. Products may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the product. If required, you should back up data as the repair process may result in the loss of any data stored on the product.

A major defect includes a fault that would make the product unsafe, substantially unfit for purpose or would normally stop someone from buying the particular product if they had known about the nature or extent of the defect. If your product has a major defect, you can choose to have it repaired or replaced or to receive a refund.

Repairs Under Warranty

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 to be defective and under warranty.

Aiphone reserves the 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 failure caused by improper installation or use in violation of the instructions, abuse, negligence, electrical surge, including damage from lightning, water or any other physical damage, or damage caused from batteries.

This warranty covers bench repairs by the Aiphone Repair Department only and does not extend to units that have been repaired or altered outside of the factory.

Aiphone is not responsible for any costs incurred involving on-site service calls.

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

Signed:

Date:

(Please use the signature feature or the draw feature of PDF file or Web Browser that you are using to fill this document
Digital Signature is available when this file is opened with Adobe Acrobat)

**For your convenience,
clip and tape the section
to the right onto your
outgoing package.
RO Number must be visible
on the outside of the**

**AIPHONE Pty Ltd
Unit 11A, 2 Eden Park Drive
2113 Macquarie Park NSW**

RO Number