

# RMA Request Form



Unit 2, Building A, 2 Unwin St, Rosehill, NSW 2142  
Ph: 02 9947 1555 Ph: 1300 273 5867 Fax: 02 9947 1599

PLEASE COMPLETE AND SUBMIT BY CLICKING THE SUBMIT BUTTON BELOW

## SEKTOR ACCOUNT HOLDER DETAILS

Company Name:

Contact Name:

Email:

Phone:

Mobile:

Reference/PO #

## RETURN DETAILS

Company Name:

Contact Name:

Contact Phone:

Return Address:

## ITEM 1

Model Number:

Serial Number:

Fault  
Description:

Accessories  
Included:

Administrator  
Name/Password:  
(if applicable)

Do you have a backup of your data? YES NO  
(if applicable)

Can we re-image your terminal if required? YES NO

1. A proof of purchase must be included for all warranty claims.
2. The issue of an RMA number does not constitute acknowledgement of a warranty claim. Warranty can only be determined after an item has been inspected.
3. A quotation fee will apply to all declined quotes.
4. Freight will be charged on a declined quotation, if the faulty equipment is requested to be returned.
5. Freight will be charged in addition to the quoted price.
6. Equipment may be sold to recover costs if not collected within 90 days from issue of quote.
7. It is the responsibility of the operator to make sure there is a backup of data where applicable. Sektor will not be held responsible for loss of data.
8. Please make sure that the unit is packed securely as any courier damage will be the responsibility of the sender.

*By submitting this form you are agreeing to the terms & conditions as stated above.*

Please include this form with faulty unit and send to the address below after an RMA number has been issued.

**Unit 2, Building A, 2 Unwin St, Rosehill, NSW 2142**

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## OFFICE USE ONLY

RMA NUMBER ISSUED

