



Dear Customer,

We ask you to send a copy of this form in with every item your return for repair.

It will help us to provide you with more efficient service, as we will have all the information we require.

Thank You,

Automation & Drives

GOODS FOR REPAIR CUSTOMER INFORMATION

Procedure to Return Goods For Repair

**Return Faulty Goods to: SIEMENS LTD
 885 MOUNTAIN HIGHWAY
 BAYSWATER VIC 3153
 ATTN: A&D REPAIR CENTRE
 Delivery: BW 25**

Marked, Equipment returned for repair / replacement
Provide a written description of fault with as many details as possible

Please provide as many of the following details as possible:

Name of person returning the goods: _____

Telephone No: _____ Fax No: _____

Name of Company: _____

Address of Company: _____

Return Shipping Address: _____

Module Type No: _____

Serial No: _____

Fault Description: _____

Request for Exchange: YES Purchase Order No: _____

Warranty Repair: YES NO GRA No. (if available): _____

IF YES PLEASE PROVIDE DETAILS OF ORIGINAL RECEIPT. IE INVOICE NUMBER AND DATE OF PURCHASE.

IF NO PLEASE PROVIDE YOUR PURCHASE ORDER NUMBER. REPAIR WORK WILL NOT COMMENCE UNTIL A PURCHASE ORDER NUMBER IS PROVIDED.

NOTE: MINIMUM COST FOR QUOTE IS \$120.00 + GST (RETURN FREIGHT WHERE APPLICABLE)
EXCEPT FOR SYSTEMS SUCH AS COMPUTERS AND VARIABLE SPEED DRIVES ETC WHICH WILL BE CHARGED AT HOURLY RATES. A SURCHARGE OF 30% WILL APPLY TO LABOUR CHARGES ON ALL EXPRESS REPAIRS.
(A MINIMUM CHARGE OF \$300 APPLIES). A SURCHARGE OF \$300 APPLIES ON EXPRESS EXCHANGES

Signature: _____ Date: _____

FOR ENQUIRIES RE THIS JOB PHONE (03) 9721 2669 OR, FAX (03) 9721 2922

