

Pivotel Satellite Pty Limited · ABN 81 099 917 398
Ph: 1300 882 448 (+61 7 5630 3009 outside Australia)
www.alwaysinreach.com.au · www.pivotel.com.au
75 Nerang Street, Southport,
QLD 4215, Australia.

RMA Number:

Please obtain this number from Pivotel.

Date:

Office use only. Pivotel Stock? YES / NO

Faulty No fault found

Customer Information

Name:

Purchase Date:

Daytime Phone:

Mobile:

Address:

Please include a copy of your receipt.

inReach™ Identification

Product IMEI:

Product Auth:

Fault Description:

Note: Please ensure you have followed these steps:

- Obtain your RMA Number from Pivotel prior to sending the product back.
- Complete this form and enclose a copy.
- Include a copy of your receipt/proof of purchase.
- Pack the equipment suitably (see guidelines to the right).
- Send to the below address within 5 days of obtaining your RMA number using your chosen postal or courier service.

Packaging: Suitable packaging means that the equipment is wrapped in suitable protective material (eg Bubblewrap), and placed within sturdy exterior package suitable for postal or courier services. Equipment that is not suitably protected and packaged cannot be assessed for warranty as it may have been damaged in transit.

No fault found: Once the inReach™ device has been received at the repair centre this will be tested to confirm the fault. Should no fault be found the customer will be charged a service and handling fee of \$88 inc GST and the device will be returned without replacement.

Address to send goods: Pivotel Satellite Pty Limited, inReach Warranty
75 Nerang Street, Southport, QLD, 4215, Australia.