

**UPS WARRANTY RETURN MERCHANDISE AUTHORISATION (RMA) REQUEST FORM**

**INSTRUCTIONS FOR COMPLETION OF THIS FORM & RMA PROCEDURE**

1. Please complete one form for each UPS being returned.
2. Fax the completed form to: Chase Power Pty Ltd on **Fax: 07 3259 8177** or email to [sales@chasepower.com.au](mailto:sales@chasepower.com.au)
3. If the UPS is under warranty (*subject to review of our records of sale and Chase Power's warranty terms and conditions*), a Return Merchandise Authorisation (RMA) number and address for Product Return will be sent to you via email within 24 hours. (PLEASE NOTE: *All Warranty Claims of UPS Products are 'Return to Base' i.e. Customer pays freight and Chase Power pays the return Freight of the Repaired or Replaced Equipment*)
4. Please ensure you return the UPS in original packaging and include the original software, users manual and cables. If original packaging is not available, please ensure each item is adequately protected against shipping damage. (NOTE: *Damaged goods will be rejected by Chase Power*)
5. Enquiries about your Warranty Claim should be directed to Chase Power's Technical Service Department on PH: 07 3822 8000. Please allow a minimum of 10 working days prior to making enquiries.

<b>CUSTOMER INFORMATION</b>	
<b>DATE</b>	
<b>COMPANY / CUSTOMERS NAME</b>	
<b>RETURN ADDRESS FOR DELIVERY OF REPAIRED / REPLACED EQUIPMENT</b>	
<b>NAME OF PERSON COMPLETING FORM</b>	
<b>PHONE (inc Area Code)</b>	
<b>FAX (inc Area Code)</b>	
<b>MOBILE</b>	
<b>EMAIL ADDRESS</b>	
<b>EQUIPMENT UNDER WARRANTY TO BE RETURNED (NOTE: Please provide 'Proof of Purchase' to accompany this form – if possible)</b>	
<b>ITEM DESCRIPTION</b>	
<b>SERIAL NUMBER</b>	
<b>PURCHASED FROM</b>	
<b>INVOICE #</b>	
<b>PURCHASE DATE</b>	
<b>FAULT DESCRIPTION</b>	