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| **HSM SERVICE**RETURN MATERIAL AUTHORIZATION (RMA) Please forward the completed copy of the RMA request form to Honeywell via EMAIL: **ACSHSMservice-australia@honeywell.com**Toll Free Australia **1300 304 468** Outside Australia **+61 2 9330 4499** |
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| **Honeywell Internal** |  |  |
| **RMA NUMBER** | **TYPE**  | **Customer Ref** | **PO** |
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| **CUSTOMER INFORMATION** | **SHIPPING DETAILS** (IF DIFFERENT) |
| **Company Name**       | **Company Name**       |
| **Address**       | **Contact Name**       |
| **City**       | **State**       | **Address**       |
| **Postcode**       | **Country**       | **City**       | **State**       |
|  | **Postcode**       | **Country**       |
|  |  |
| **CONTACT INFORMATION** |  |
| **Contact Name**       | **Email Address**       |
| **Phone Number**       | **Notes:**       |
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| **EQUIPMENT AND REPAIR DETAILS** |  |
| **Serial Number**       | **Model Number**       |
| **Required Firmware / OS ver**       | **IVA / SSPB ver**       |
| **Fault Description**       | **Additional notes**       |
| **PLEASE REMOVE ALL ACCESSORIES** Battery, SIM or SD cards, scan handle, etc. |
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| **TERMS AND CONDITIONS** |  |
| By submitting this RMA request I agree to the Terms & Conditions below relating to Intermec by Honeywell Service and Repairs – For Honeywell Scanning and Mobility Terms and Conditions as well as serviced description, please visithttps://www.honeywellaidc.com/en-US/contact/Pages/agreements.aspx**Flat Rate - Terms & Conditions**1. Flat Rate repairs, Intermec by Honeywell will prepare a formal quotation based on the flat rate tier structure.
2. Quotation valid for 30 days
3. For unaccepted quotes, unit will be sent back un-repaired and a fee of AUD$75.00 excl. GST applies.
4. Invoice to be paid with 30 days from date of invoice. >30 days incurs 1.5% per month interest on any undisputed amount.
5. A deposit or full payment may be required for customers who do not have an Account with Intermec.

It is the customer’s responsibility to take away anything which is detachable from the repair items. Intermec is not responsible if the accessories are not shipped back. Depending on the items sent for service, please remove backup battery, hand strap and any attached ribbon cables or anything which is detachable from unit.  RMA number is for the specific product part numbers, serial numbers and quantities listed on the RMA form.  Please notify of any cancellation once RMA number issued. |
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| **SERVICE CENTER LOCATIONS** |  |
| **HSM SERVICE DEPOT*****Loading dock / Mailroom***Level 3, 2 Richardson PlNorth Ryde NSWAustralia 2113 | **HSM SERVICE DEPOT**2A, 4 Pacific RiseMount Wellington AucklandNew Zealand 1060 |