*Please complete and fax to **02-9744 7166** with the proof of purchase to obtain RA Number.*
***Please use one RA Form for each item.***

Customer Name & Company:_____

Contact Name: _____

Address:_____

Phone No: (    )_____ Fax No: (    ) _____

Equipment Type:_____ S/N _____

Invoice No:_____ Purchase Date:    /    /          Warranty: Y / N

Brief Description of Problem ("Doesn't work" or "Faulty" will not be accepted):

_____

_____

_____

_____

_____

**OmniSystems Network Solutions Pty Ltd – RA or Warranty Replacement/Repair Terms & Conditions:**

- Omnisystems Network Solutions Pty. Ltd. Ltd. will replace or repair goods that are returned faulty under warranty. However under no circumstances will we accept any goods that are damaged due to transit or misuse. Warranty does not cover any problem caused by any part which not purchased from Omnisystems Network Solutions Pty. Ltd.

- Warranty items will not be replaced until the faulty unit has been returned to us. Delays can be expected on replacements if a stock is not available at the time of return.

- All the Warranties are not transferable. A labour fee of $80.00 per hour + Parts (Min. $40.00) unless still under warranty, and a fee of $80.00 applies on all goods tested by Omnisystems Network Solutions Pty. Ltd. Which are found not faulty.

- Warranty items **must** be returned and received by Omnisystems Network Solutions Pty. Ltd. Before the warranty date is expired.

- Warranty does not cover any software problem, if client requires to do so, a $80.00 per hour will be applied.

- Warranties are to be returned to Omnisystems Network Solutions Pty. Ltd. At the customer expense and **must** be accompanied by packing list (for multiple goods, a copy of completed & signed RA Form, a copy of the proof of purchase and mark clearly the RA number or the outside Box. All the returned goods **must** be delivered in Anti-static bags & protected by suitable packaging. Fail to do so will cause the goods sent back to customer at customer's expenses without been repaired/replaced & the warranty can be voided.

- Omnisystems Network Solutions Pty. Ltd. will not be responsible for any lost (such as Lost the Data in the HDD, etc) caused during the service time, since the software is not our servicing item. Omnisystems Network Solutions Pty. Ltd. will cover the one-way freight to our direct customer under warranty.

I………………………………….. acknowledge that I have read the above terms and conditions, and hereby give Omnisystems Network Solutions Pty. Ltd. A.C.N. 073 077 684 A.B.N. 18 073 077 684 the authority to conduct a service of my equipment in accordance with them.

**Customer Signature x_____ Date    /    /**

(OFFICE USE ONLY)
Receiver:                                      Date    /    /

RA# _____
Issued Date:   /   /
(OFFICE USE ONLY)