

RETURN OF GOODS (RGA) FAULT REPORT

This form **MUST** accompany all equipment being delivered to Wavelink's Service and Repair Centre.

- Dead on Arrival
- In-Warranty Fault
- Out of Warranty Fault
- Goods Ordered/Supplied in error (complete Date, Equip Order Code and RGA #)



TO OBTAIN RGA NUMBER CONTACT 03 9832 4444

RGA Number		Dealer PO No <small>(Reference # if applicable)</small>	
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Dealer Name			
Contact Name			
Address			
	State	Postcode	
Phone Number			
Fax Number			
Email Address			

Address for Equipment to be returned to (if different from above)

Co / Customer Name			
Address			
	State	Postcode	

Equipment Details

Stock Code:	Serial No:					Date of Sale	
						Manufacture	—
							W
							—

Condition of Item New Good Average Poor

System Type Connected eg KIRK 1500; KIRK 500; IPK etc			
Fault Description <small>Full Fault Description Required.</small>	Intermittent <input type="checkbox"/>	Permanent <input type="checkbox"/>	
Dealer Signature			

DELIVER TO:
Wavelink Communications Pty Ltd 20 Faulkner Avenue, Belmont WA 6104
 (Via Courier – signature required)

(Please note any equipment returned to the incorrect office, will be forwarded on to our Service Repair office at the expense of the customer).

30XX Series Handset	Repair Time	PARTS Covered	\$ ex GST
No Fault Found	NFF and basic assessment fee - includes assessment time and covers paper work and admin		66
Level 1 The handset must not require a new Display window or suffer from Coverage issues.	Basic assessment fee the repair must take less than 30 min	<ul style="list-style-type: none"> ▪ Microphone replacement ▪ Transducer replacement ▪ Buzzer replacement ▪ Adjust RF Casing ▪ Miscellaneous repair, reattach circuit components 	104.50
Level 2 Includes Level 1	Repair Time 30-60 minutes	<ul style="list-style-type: none"> ▪ Charge Circuit problem ▪ Component, replacement, repair ▪ Coverage Issue's ▪ No Fault / insufficient fault description ▪ No Paper work ▪ Display Window replacement ▪ Vibrator ▪ Logon issues / comprehensive coverage test required (10 min) ▪ Battery analysis and conditioning 	148.50
Level 3 Includes Level 1 and / or Level 2	Repair time over 60 minutes	<ul style="list-style-type: none"> ▪ Complete plastic replacement (cosmetic refurbishment) ▪ Display window ▪ Faults over 60 min, to cover Intermittent faults requiring multiple testing 	214.50

40XX Series Handset	Repair Time	PARTS Covered	\$ ex GST
No Fault Found	NFF and basic assessment fee - includes assessment time and covers paper work and admin		66
Level 1	Repair Time up to 30 minutes includes replacement of the front cover and lens	<ul style="list-style-type: none"> ▪ Microphone ▪ Buzzer ▪ Transducer ▪ Keypad ▪ Vibrator ▪ Coverage 	115.50
Level 2 Includes Level 1	Repair Time 30-60 minutes	<ul style="list-style-type: none"> ▪ Charge Circuit problem ▪ Component, replacement, repair ▪ Coverage Issue's ▪ No Fault / insufficient fault description ▪ No Paper work ▪ Display Window replacement ▪ Vibrator ▪ Logon issues / comprehensive coverage test required (10 min) ▪ Battery analysis and conditioning 	170.50
Level 3 Includes Level 1 and / or Level 2	Repair time over 60 minutes	<ul style="list-style-type: none"> ▪ LCD ▪ All Plastics ▪ Crystal replacement and calibration ▪ Faults over 60 min, to cover Intermittent faults requiring multiple testing 	214.50

Wavelink Communications Pty Ltd (**Wavelink**) are the Australian and New Zealand distributor for the KIRK range of equipment and warrant that these products are free from defects in material and workmanship, according to the following terms and conditions.

1. The warranty for the range of equipment extends for the first twelve (12) months beginning on the date of purchase of the product. It is a carry-in warranty: therefore **Wavelink** has no obligation to carry on the repair on the dealer's premises.
2. During the warranty period, **Wavelink** or its authorised Service Centre will repair or replace at **Wavelink's** option, any defective components with new replacement parts, and return the product to the consumer in working condition. No charge will be made to the dealer for either parts or labour in repairing the equipment. All replaced parts and components shall become property of **Wavelink**.
3. **Wavelink** shall under no circumstances be obliged under this warranty to supply a full replacement piece of equipment.
4. Repaired equipment will still be warranted for the balance of the original warranty period: no repair will cause the period to be extended.
5. In order for warranty claims to be honoured, the dealer upon request from **Wavelink** or its authorised service centre, must provide a purchase receipt to prove date and place of purchase.
6. Transportation, insurance, delivery and handling charges incurred in the transport of the equipment to **Wavelink** or its authorised Service Centre will be borne by the dealer. **Wavelink** shall incur the delivery and handling charges for the return of equipment repaired under warranty. **Wavelink** shall under no circumstances be held responsible for damages during transport to and from service centres or loss in transit.
7. The dealer / end user shall have no coverage or benefits under this warranty if any of the following conditions are applicable:
 - a) The equipment has been subject to use or maintenance in a manner not conforming to the product manual instructions/user guide, abnormal condition, improper storage, unauthorised modifications, misuse, neglect, abuse, accident, wear and tear, alteration, improper installation, acts of God, spill of foods or liquids onto / into the equipment or other acts which are beyond the reasonable control of **Wavelink**
 - b) The equipment model and serial number has been removed, defaced or altered
 - c) The equipment is not defective
8. This warranty shall not cover the cost of repairs carried out by non-authorised service centres or the cost of correcting such non-authorised repairs.
9. If a problem develops during the warranty period, the dealer must comply with the following procedure :
 - a) The dealer shall contact **Wavelink** to obtain a Return of Goods (RGA) number
 - b) The dealer shall arrange for the equipment to be delivered to the authorised service centre. Expenses related to removing and transporting the equipment from an installation are not covered under this warranty
 - c) The dealer will be billed for any parts or labour charges not covered by this warranty. The dealer shall be responsible for the expenses related to the transport on return of any equipment repaired not under warranty
 - d) If the equipment is returned to **Wavelink** or an authorised Service Centre after the expiration of the warranty period, **Wavelink's** normal service policies shall apply and the dealer will be charged accordingly