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| --- | --- | --- | --- | --- | --- | --- |
| **RETURN ADDRESS DETAILS (RMA will not be actioned if units are not received within 30 calendar days of job creation date)** | | | | | | |
| COMPANY NAME |  | RETURN ADDRESS |  | | | |
| CONTACT NAME |  | TELEPHONE NUMBER |  | | FAX NO | N/A |
| EMAIL ADDRESS |  | MOBILE NUMBER |  | |  |  |
| **INVOICE ADDRESS DETAILS - if different from above (Units received will be returned to Customer if PO not received within 30 calendar days)** | | | | | | |
| COMPANY NAME |  | INVOICE ADDRESS |  | | | |
| CONTACT NAME |  | TELEPHONE NUMBER |  | FAX NO. | |  |
| EMAIL ADDRESS |  | CONTRACT NO. |  | PURCHASE ORDER | |  |

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| **FAULT DETAILS (Please complete as much as possible). Fields with \* will be completed by ZEBRA** | | | | | | | | | | |
| ITEM NO. | PRODUCT / MODEL NO. | SERIAL NO. | **RMA NO. \*** | PROBLEM CODE | FAULT DESCRIPTION | YOUR REF | ENTITLEMENT | | | NOTE |
| Contract | Warranty | T&M |
| 1 |  |  |  |  |  |  |  |  |  |  |
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**Terms & CONDITIONS :**

1. **PLEASE BE AWARE THAT WARRANTY MAY BE VOID IF ANY UNAUTHORIZED ACTIVITIES ARE DETECTED.**
2. **Do not send consumable items – batteries, antenna’s, cables, cases, stylus pens, SIM / MEMORY CARDS, SD CARD, manuals or original packaging, wE cannot guarantee their return.**
3. **ALL SOFTWARE WILL BE ERASED DURING THE REPAIR AS PER STANDARD TEST PROCEDURES AND WILL NOT BE RELOADED BY Zebra. EXCEPT FOR DEVICES ENTITLED TO COMMISSIONING.**
4. **PLEAsE NOTE THAT IN SOME INSTANCES WE MAY BE REQUIRED TO PROVIDE YOU WITH A PERMANENT REPLACEMENT UNIT. IF YOU DO NOT WISH REPLACEMENT UNIT, INFORM APAC ZEBRA CUSTOMER SERVICES REPRESENTATIVE.**
5. **ZEBRA’S TERMS AND CONDITIONS AND SERVICE DESCRIPTION DOCUMENT APPLY TO THE REPAIR. tHESE ARE AVaILABLE AT the following link,**

[**WARRANTY COVERAGE**](http://www.motorola.com/web/Business/_Independent%20Pages/_Documents/_StaticFiles/EMEA_OnlineRMA/Warranty_Coverage_Description_FINAL_10-05-07.pdf) **&** [**CONTRACT COVERAGE**](http://www.motorola.com/web/Business/Services/Support%20Services/Customer%20Service/Service%20from%20the%20Start%20with%20Comprehensive%20Coverage/Documents/staticFiles/SFSCC_EMEA_SS_EMb.pdf)  **- IF YOU CAN NOT ACCESS THIS SITE PLEASE CONTACT APAC CUSTOMER SERVICES REPRESENTATIVE for a copy.**

1. **PURCHASE ORDER MUST BE RECEIVED AS AN ACCEPTANCE OF QUOTE BEFORE REPAIRS WILL BE PROCESSED. IF PURCHASE ORDER IS NOT RECEIVED WITHIN 30DAYS OF QUOTE THEN UNIT WILL BE RETURNED UNREPAIRED.**
2. **TURN AROUND TIME (TAT) FOR WARRANTY AND T&M REPAIRS IS 10 BUSINESS DAYS. FOR UNITS COVERED BY SERVICE CONTRACTS, PLEASE REFER TO YOUR CONTRACT FOR TAT. (TAT REPRESENTS THE TIME A UNIT SPENDS AT ZEBRA IN THE REPAIR PROCESS; IT DOES NOT INCLUDE PUBLIC HOLIDAYS OR TIME IN TRANSIT. TAT ARE A TARGET, NOT A GUARANTEE).**
3. **ONCE RMA NUMBER IS ISSUED, PLEASE SEND THE RMA FORM WITH THE DEFECTIVE UNIT TO SERVICE CENTRE ADDRESS WITHIN 30 DAYS TO AVOID SYSTEM AUTO CANCELLATION.**
4. **FOR TECHNICAL SUPPORT CONTACT 1800 457 439(OPT.1) OR EMAIL:** [**EnterpriseMobility.ApacSupport@motorolasolutions.com**](mailto:EnterpriseMobility.ApacSupport@motorolasolutions.com)