

OEM TECHNOLOGY SOLUTIONS PTY LTD (INCORPORATING DOMINION ELECTRONICS) | ABN 40 113 389 852  
UNIT 13, 82 RESERVE ROAD, ARTARMON NSW 2064 AUSTRALIA | TEL: + 61 2 9966 9424 | FAX: + 61 2 9966 9429

**RETURN MATERIAL AUTHORISATION FORM**

Please contact OEM Technology Solutions at [support@oem.net.au](mailto:support@oem.net.au) to obtain a RMA reference number.

Then complete and sign the RMA form and email to [support@oem.net.au](mailto:support@oem.net.au). Also return a copy of the completed and signed form with the product(s) to our Service Department.

A minimum fee of \$250 shall apply for all non-warranty repairs and for No Fault Found unit(s). The customer shall be responsible for all delivery costs.

**RMA Reference:** \_\_\_\_\_ **Customer Reference:** \_\_\_\_\_

**Company Name:** \_\_\_\_\_ **Contact E-mail:** \_\_\_\_\_

**Delivery Address:** \_\_\_\_\_

**Post Code:** \_\_\_\_\_ **Phone:** \_\_\_\_\_ **Contact Name:** \_\_\_\_\_

Part Number	Serial Number	Description of Fault (including where fault was found – e.g.: goods inward inspection, during installation or during in-field service)

**Please turn page to sign**

**SYSTEM ENGINEERS | SOFTWARE ENGINEERS | ELECTRONICS ENGINEERS**

Research | Specify | Design | Develop | Validate | Support | Custom Product Manufacture | Configuration | Warranty

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If after warranty evaluation the products are deemed to be eligible for warranty repair then the goods will be repaired in accordance with the appropriate warranty conditions. If the products are not eligible for warranty repair then a quotation for the cost of the repairs will be provided to the customer.

**Signed:** \_\_\_\_\_ **Please Print Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Please complete the form and return with the product(s) to Service Department:

European Customers: **OEM Technology Solutions**  
**c/o HS Zollagentur**  
**Dieselstr. 9**  
**85748 Garching**  
  
**Germany**

Non-European Customers: **OEM Technology Solutions**  
**Unit 10, 82 Reserve Road**  
**Artarmon NSW 2064**  
  
**Australia**

**Overseas Customers Please Note:**

The Commercial Invoice for the shipment for the return of parts should note the **Tariff Code as 8537.10.10**. The commercial invoice should also state **“Return for Repair or warranty return for service. Values on Commercial Invoice shown for Custom Purposes Only.”**

OEM Technology Solutions will not accept the shipment and units if above information are not mentioned in your commercial invoice.