Comprehensive Warranty for CipherLab Repair Request Form

- Please complete this form
- Take a photo/image of the faulty terminal
- Submit this **form and image** to ASP to: **service@asp.com.au**

- ASP will contact you and provide the:
  - o   RMA Number
  - o   Address to send your equipment

- The Equipment will be sent back to you on the address provided on this form once it is completed.

CUSTOMER NAME:	Email:
SHIPPING ADDRESS:	
SUBURB:	STATE:
POSTCODE:	PHONE:	Support Ticket number *(if applicable)* ST-

EQUIPMENT INFORMATION		
Model	SERIAL NUMBER	FAULT CODE (PLEASE ENTER THE RELEVANT CODE FROM BELOW)

FAULT DESCRIPTION
1. LCD DAMAGE
2. SCREEN UNREADABLE
3. CONNECTOR/WIFI ISSUE
4. CASE DAMAGE
5. KEY FUNCTION (PLEASE SPECIFY WHICH KEYS)
6. SCANNING ISSUE(PLEASE PROVIDE FURTHER INFORMATION BELOW)
7. OTHER (PLEASE ENTER MORE INFORMATION BELOW)

FURTHER INFORMATION:

ASP Internal Use

RMA: **Date:**

The Customer is responsible for software, configurations and data backup before the defective product is returned. Although we take great care to ensure your device is operational when returned, ASP is not responsible for storing software, configuration and data during the repair.

Accessories, including but not limited to cables, batteries, battery covers and power converters /adapters, are not required to ship back with the defective product unless they are defective themselves.

Please note that the repair turnaround time begins upon arrival of equipment for evaluation.