



**Ubiquiti Return Material Authority (RMA) Form for
Warranty Claims**

Instructions:

- Complete all sections except RMA Number
- Fax or email to the company from which you purchased the Ubiquiti device
- Wait for a response with your RMA number, and return shipping instructions.

1 - Terms and Conditions

- No warranty claim is accepted without this form **which must be completed in full.**
- The receipt of goods by *Freenet Antennas (or agent)* is not an acceptance for credit, replacement or repairs.
- The customer is liable for safe and full packing of the items shipped.
- The customer is liable for all shipping, freight and insurance charges to and from *Freenet Antennas (or agent)*.
- The customer is to include return shipping/postage with the returned goods. Generally this is in the form of Australia Post pre-paid products such as Parcel Post satchels, or customer's pre-paid courier satchels. If the customer does not include pre-paid return postage, returned goods will be shipped back via Registered post at customer's expense.
- Testing involves resetting your device to factory defaults. Custom configurations will be lost.
- Expected turn around time for the products is 5 to 10 working days.
- Warranty is void if goods are tampered with or are physically damaged, even when in transit
- If a customer returns a product that is found to be working, a minimum charge of \$20.00 applies.
- Customer must provide credit card billing information on submission of this form.

Read and Understood : _____ X

RMA Number	
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2 – Return Address and Billing Information.

If there is no fault found, or return postage is not included, the following charges apply.

- Fault not found: \$20
- Return postage: Registered Post to your address.
- 3% surcharge to all fees paid by credit card.

Payment can be made by credit card.

Card Number				
Name on Card				
Expiry Date				
CVV (3 numbers on right of signature panel)				
Signature I agree to pay the charges above if applicable.				
Return Address				
Email address				

3 – Please explain the problem.

Please write in *capitals only*.

Please explain the problem below in as much detail as possible (*must* be completed), and feel free to use a separate typed/printed sheet(s):

4 - Itemized Details	
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Item	Details
Date of this warranty claim	
Invoice number when purchased	
Part number	
12 digit Serial Number and 4 digit date code	
Was a grounded POE cable used with the installation?	

What doesn't work?	Tick	Freenet Antennas use only
Totally dead		
Network port dead		
Radio dead		
Power pack dead		
Mode: AP		
Mode: Station Infrastructure		
Mode: AP-WDS		
Mode: Station-WDS		
Security: WEP		
Security: WPA-PSK		
Find IP (use NetDiscover or UBNT Discovery Tool)		Tried: <input type="checkbox"/> Succeeded: <input type="checkbox"/>
Reload Firmware with TFTP		Tried: <input type="checkbox"/> Succeeded: <input type="checkbox"/>
Other		

Returned Items	Tick	Freenet Antennas use only
Ubiquiti Device		
Box		
Antenna		
Power Injector		
Return Postage		