



**UltraWAP 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 UltraWAP
- 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 UltraWAP 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

<b>RMA Number</b>	
-------------------	--

## 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.

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

### **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):

<b>4 - Itemized Details</b>	
<b>Item</b>	<b>Details</b>
Date of this warranty claim	
Invoice number when purchased	
Part number	
Serial Number	

<b>What doesn't work?</b>	<b>Tick</b>	<b>Freenet Antennas use only</b>
Totally dead		
Network port dead		
Radio dead		
Power pack dead		
Mode: AP		
Mode: Station Infrastructure		
Mode: AP Bridge Point to Point		
Mode: AP Bridge Point to Multipoint		
Mode: AP Bridge WDS		
Mode: Universal Repeater		
Security: WEP		
Security: WPA-PSK		
Other		

<b>Returned Items</b>	<b>Tick</b>	<b>Freenet Antennas use only</b>
UltraWAP		
Box		
Manual		
Antenna		
Power pack		
Pack of fasteners/feet		
Return Postage		