



PRODUCT FAULT REPORT REPORT (RTE) REPAIR (RTR/RCR)

DATE : _____
REP. NO _____

CR NO. _____
RMA NO. _____

SERVICE AGENT / REP NAME: _____

BUSINESS ADDRESS: _____

STATE _____

POST CODE _____

PHONE NUMBER: _____

MOBILE NUMBER: _____

CUSTOMER DETAILS

NAME: _____

ADDRESS: _____

STATE _____

POST CODE _____

CUSTOMER PURCHASE ORDER No.: _____

PHONE OR MOBILE NUMBER: _____

If a Repair/Report is required please raise RMA as RCR (Repair Out of Warranty), RTR (Repair In Warranty), RTE (Return for Technical Expert Assessment)

ITEM NUMBER *	SERIAL NUMBER OR MANUFACTURING DATE CODE *	REPORT (Y/N)	QTY	TICK (Where Applicable) *
A				Credit Required Only <input type="checkbox"/> Out of Warranty <input type="checkbox"/>
B				Credit Required Only <input type="checkbox"/> Out of Warranty <input type="checkbox"/>
C				Credit Required Only <input type="checkbox"/> Out of Warranty <input type="checkbox"/>
D				Credit Required Only <input type="checkbox"/> Out of Warranty <input type="checkbox"/>

BRIEF DESCRIPTION OF PROBLEM:

Faulty Product
 Installation
 Other

REPORTED FAULT BY CUSTOMER: _____

DATE OF PURCHASE: * ____/____/____
(Installation Date)

VERIFY PROOF OF PURCHASE:

YES NO

TIME IN SERVICE: _____

QADATA/Forms/Product Fault Report Repair Rev: 0

SERVICE AGENT / REP SIGNATURE: _____

PAYMENT DETAILS- Use only for RCR (Repair Out of Warranty)

TICK (where applicable)

I authorise Arbor Australia PTY Limited to proceed with repairs under \$300 with no quote required.
Arbor Australia to contact customer if repairs exceed \$300.
(Please provide credit card details below if proceeding with repairs)

Visa
 Bank Card
 Mastercard
 Cheque

If paying by cheque, please make payable to : Schneider Electric (Australia) Pty Limited

Card number: Expiry Date: ____/____

Name on Card: _____ Cardholder's Signature: _____

Note: This PFR (Product Fault Report) & RMA (Returns Material Authorisation) needs to be returned together with the faulty items to
Arbor Australia , 1/72 Bayfield Road Bayswater North VIC 3153