



dermLite



## REPAIR REQUEST NOTE

**PLEASE NOTE: ALL FIELDS ARE MANDATORY. Missing information may cause delays for your repair.**  
**Refer to page 2 for field explanations.** For more information on our full terms and conditions, please refer to our website [www.macquariemed.com.au](http://www.macquariemed.com.au), the back of your invoice or contact our service team on 1800 810 074 (or +612 9692 7911) or via email on [service@machealth.com.au](mailto:service@machealth.com.au).

PAGE 1

CUSTOMER DETAILS	
Contact Name	
Company Name (if applicable)	
Contact Phone	
Email Address	
DEVICE INFORMATION	
Brand / Model	
S/N (Serial no.)	
Items Sent (included with device)	
FAULT INFORMATION	
Fault Frequency	
Fault Notes	
REPAIR CATEGORY	
Warranty Claim?	( ) Yes ( ) No ( ) Unsure
<b>Please Note:</b> Warranty repairs must have proof of purchase attached.	
If proof of purchase/invoice cannot be located, please enter as much details about the purchase as you can for verification. (if the device was purchased from Macquarie Medical Systems or MoleMax Systems, please advise an estimated purchase	
Purchased From: (Company Name)	
Invoice attached? Y/N	If not attached, please advise an estimated purchase date:

PAGE 2

YOUR ADDRESS TO RETURN DEVICES TO:	
Contact Person	
Contact Phone	
Address	
Suburb, State, Post Code	
Courier Instructions (Drop Off)	
RETURN ADDRESS FOR REPAIRS:	
Via Post	<b>Macquarie Medical Systems Pty Ltd</b> <b>Attn: Service Team</b> <b>Subject: REPAIRS/SERVICE</b> <b>PO Box 86, Leichhardt NSW 2040</b> <b>Australia</b>
Via Courier	<b>Macquarie Medical Systems Pty Ltd</b> <b>Attn: Service Team</b> <b>Subject: REPAIRS/SERVICE</b> <b>Dock 2, 35 Moore Lane, Lilyfield NSW 2040</b> <b>Australia</b>

## Important Information & Explanations

### User Information

- Please ensure all details are correct. Quotes (if required) are sent to the email address listed in this section. Misspelt or incorrect email addresses can lengthen the repair process.
- Should MMS need to contact you in regard to the repair, the Email address or Contact phone number will be used.

### Hardware Information

- If faulty device is under warranty, please provide the 'Proof of Purchase' (POP).
- To find your S/N (serial number) you may need to look around your unit or inside your unit.

### Fault Information

- Please provide as much detail as you can. This will assist the technician to quickly locate the fault and speed up the repair process.

### Repair Category

- Warranty repairs require the Proof of Purchase/Invoice. Please provide the POP with the faulty device
- Liquid ingress and or impact damaged to your device, are exempt from warranty

### Definitions

- POP - Proof of Purchase
- MMS - Macquarie Medical Systems
- MMX – MoleMax Systems
- S/N - Serial Number