



GERALDTON MARINE ELECTRONICS (WA PTY LTD)

Service Request / Repair Authorisation Form

This form must accompany all equipment sent to Geraldton Marine Electronics for inspection, testing, or repair.

1. Customer Details

Company Name: _____

Contact Name: _____

Phone: _____ **Email:** _____

Return Shipping Address:

2. Vessel / Asset Details (if applicable)

Vessel Name: _____

Vessel Type: Commercial Recreational Government Other: _____

MMSI / Call Sign (if applicable): _____

3. Equipment Details

Manufacturer: _____

Model: _____

Serial Number: _____

Accessories Included (tick all that apply):

- Power Cable
- Transducer
- Mounting Bracket
- Antenna
- Other: _____

Note: Geraldton Marine Electronics is not responsible for missing accessories unless listed above.

4. Fault Description

Please describe the issue in as much detail as possible (include fault history, symptoms, error messages, and when the fault occurs):

5. Service Type Requested

- Inspection & Fault Diagnosis
- Repair
- Warranty Assessment
- Software Update / Configuration
- Bench Test Only
- Other: _____

6. Quotation & Authority to Proceed

- Quote required prior to repair
- Proceed with repair up to \$_____ (ex GST) without approval

If no selection is made, a quotation will be issued prior to any repair work.

7. Warranty Declaration

Is the equipment believed to be under manufacturer warranty?

- Yes No Unsure

If yes, original supplier (if known): _____

Final warranty determination rests with the manufacturer. Bench testing and freight charges may apply if warranty is denied.



8. Turnaround & Freight

- Customer is responsible for **freight to Geraldton Marine Electronics**.
 - Return freight will be Charged Collected by customer Other: _____
 - Standard turnaround times are subject to workload and parts availability.
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9. Important Terms & Conditions

- Equipment may be **bench tested**, which may incur a diagnostic fee if no fault is found.
 - Data, settings, or stored information may be lost during testing or repair.
 - Geraldton Marine Electronics is not liable for consequential loss due to equipment failure or downtime.
 - Uncollected equipment may be disposed of after **90 days** following notification.
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10. Customer Authorisation

I confirm that I am authorised to submit this equipment for service and agree to the terms outlined above.

Name: _____

Signature: _____ Date: ____ / ____ / ____

Return Equipment To:

Geraldton Marine Electronics

299 Marine Terrace, Geraldton WA 6530

Phone: 08 9965 0306

Email: service@geraldtonmarine.com.au