

## RMA Form

Beam Communications is committed to delivering the highest quality of service and support to the resellers and their customers, and will treat any request for support with priority. We endeavor to investigate and resolve any problems as soon as possible, so that customer down time is minimized. Please complete the forms. The more information about the product failure, the better Beam can provide you with an accurate failure analysis. Beam Customer Support appreciates your assistance in gathering this information for our Quality Assurance review so future improvements can be implemented. After Beam receives the completed Return Material Authorization Request Form and researches the product warranty, an RMA Number will be issued. Also, take time to read the RMA Terms and Conditions.

**Important: Obtain RMA Number from Support@Beamcommunications.com prior to returning the product**

RMA Number _____	
<b>Beam Reseller Contact Details</b>	
Contact Name _____	Company Name _____
Position _____	Address _____
Phone Number _____	_____
Fax _____	City/State _____
Email _____	Country, Post Code _____
<b>End User Contact Details</b>	
Contact Name _____	Company Name _____
Position _____	Address _____
Phone Number _____	_____
Fax _____	City/State _____
Email _____	Country, Post Code _____

Ship back to Reseller address? _____	Ship back to End User address? _____
Shipping to a different Address? <input type="checkbox"/>	Tick box and write address at the back page.

<b>Billing Contact Details (For Out of Warranty and Other Chargeable Costs)</b>	
Contact Name _____	Company Name _____
Position _____	Address _____
Phone Number _____	_____
Fax _____	City/State _____
Email _____	Country, Post Code _____

<b>Product Information</b>	
Model Number _____	Sim/Network _____
Serial Number _____	Firmware Version _____
Warranty Status _____	

<b>If Applicable - Select Enabled Services</b>	
Voice _____	SBD _____
SMS _____	SSAS/Tracking _____
Data _____	PABX _____
Direct Internet _____	Other _____

<b>If Applicable - Select Setup/Configuration Details</b>	
Describe Power Supply Used _____	
Antenna Cable Model _____	Total Length _____
Antenna Model _____	Antenna Serial Number _____
If known list all nearby antennas _____	

<b>If Applicable - Select Reason for Return</b>		<b>Satellite Products Only</b>	
Repair _____	Iridium Intelligent Handset _____		
Firmware Update _____	Privacy Handset _____		
Hardware Update _____	POTS Phone _____		
Other _____	UPS _____		
	Bluetooth Speaker/headset _____		
	Others _____		

<b>LED/Display Message</b>		<b>If interfaced with computer identify O.S.</b>	
Status LED (color/pattern) _____		Computer Operating System _____	
If available, Display Message _____			

<b>Describe the Problem</b>			

	Australia	America	Europe
<b>Beam Customer Support will advise you where to ship the product among these three Service Centre Locations.</b>	Beam Communications Pty Ltd 5/8 Anzed Court Mulgrave, VIC 3170 AUSTRALIA	Beam Communications Inc. 1422 Vondron Road Madison, WI, 53716 USA	Beam Communications Pty Ltd. 135 Copers Cope Road Beckenham BR3 1NZ UK