





**PREPARE YOUR EQUIPMENT FOR SHIPPING:**

Please only send in the Satellite Equipment and any accessories that may be associated with the issue, SIM card, battery, etc. **DO NOT SEND THE ENTIRE BOX.**

**You must also send this completed form as well as a signed copy of the Satellite Equipment Service Request Terms & Conditions with your Satellite Equipment.**

**SEND TO:**

**MGLSAT – Service  
PO Box 2184  
SPOTSWOOD  
VICTORIA 3015**

**PAYMENT METHOD:**

VISA / MASTERCARD [No Fee] or AMEX [3% Fee]

DIRECT DEPOSIT

-     -     -

Expiry Date :   /

CVV :    AMEX

Cardholder Name: .....

Signature: .....

**Please Note:**

**A charge of AUD \$ 145 (Including GST) which includes standard return freight will be made for testing returned equipment which is not defective or is found to be defective as the result of improper use, maintenance or neglect.**

I ..... authorise MGLSAT to preform inspection/service/repairs on the satellite equipment and agree to the above Satellite Equipment Service Request Terms and Conditions.

Signature: .....

Date: .....



## SATELLITE EQUIPMENT SERVICE REQUEST

### TERMS & CONDITIONS

If the problem cannot be resolved via the **Satellite Equipment Troubleshooting Guide** provided by MGLSAT on the [www.mglsat.com](http://www.mglsat.com) website, please read the below service request conditions and complete the below **Satellite Phone Service Request Form**.

**Please Note.** A charge of AUD \$ 145 (Including GST) which includes standard return freight will be made for testing returned equipment which is not defective or is found to be defective as the result of improper use, maintenance or neglect.

MGLSAT will not be responsible for any freight charges incurred in sending equipment to MGLSAT's Service department. Please ensure the safe protection of the handset by wrapping it in a protective medium that will ensure safe delivery.

MGLSAT will not be responsible for or be required to provide any reimbursement for expiring prepaid airtime, expired prepaid airtime or monthly airtime plan charges that occur during the Service Process, including transit time to and from and time spent in the MGLSAT Service Centre.

MGLSAT will not accept responsibility for any invoiced goods or services that are not covered by a MGLSAT written purchase order. Under no circumstances does MGLSAT agree to pay for labour or other related expenses associated with the troubleshooting and/or repair of a product without prior specific written authorization.

MGLSAT is an authorised Satellite Connect Partner, but not the manufacturer of the satellite equipment. Inmarsat and Iridium are the manufacturers and ultimately responsible for the handset, the handset warranty and the satellite service.

MGLSAT cannot be held responsible for any failures in the satellite service, network and any hardware issue arising after the preformed service or repairs.



## Within Warranty Return Process

For your Satellite Equipment Warranty details, please refer to your satellite equipment warranty provided with your product.

Please note:

- Inmarsat IsatPhone Pro Satellite Phone - 12 Month Warranty from date of purchase
- Iridium 9555 and Iridium 9575 Satellite Phones - 12 Month Warranty from date of purchase

### Step 1

Contact MGLSAT and report the failure. Please provide as much information as possible regarding the fault, the satellite phone details (model type, IMEI/Serial number, satellite phone number, location, etc). If the problem cannot be resolved via the Satellite Phone Troubleshooting guide, a Return Authority/Case number will be issued, this will be used in all future reference to the problem.

### Step 2

Provide proof of purchase with the **Satellite Phone Service Request Form**. A purchase receipt with the satellite phones original order number and date of purchase is required. The satellite phones IMEI number which is located on the satellite phone box and underneath the satellite phones battery must be written on the Satellite Phone Service Request Form.

### Step 3

Complete the **Satellite Phone Service Request Form** and include with the returning unit. Please read the Satellite Phone Service Request Form for complete details on the correct shipping location.

### Step 4

If the satellite equipment is found to be defective and covered under the manufactures warranty, the unit will be repaired and returned. All repairs include a report detailing the units problem, repairs and testing that was undertaken.



## **Out of Warranty Return Process**

For your Satellite Equipment Warranty details, please refer to your satellite equipment warranty provided with your product.

Please note:

- Inmarsat IsatPhone Pro Satellite Phone - 12 Month Warranty from date of purchase
- Iridium 9555 and Iridium 9575 Satellite Phones - 12 Month Warranty from date of purchase

### Step 1

Contact MGLSAT and report the failure. Please provide as much information as possible regarding the fault, the satellite phone details (model type, IMEI/Serial number, satellite phone number, location, etc). If the problem cannot be resolved via the Satellite Phone Troubleshooting guide, a Return Authority/Case number will be issued, this will be used in all future reference to the problem.

### Step 2

Provide proof of purchase with the **Satellite Phone Service Request Form**. A purchase receipt with the satellite phones original order number and date of purchase is required. The satellite phones IMEI number which is located on the satellite phone box and underneath the satellite phones battery must be written on the Satellite Phone Service Request Form.

### Step 3

Complete the **Satellite Phone Service Request Form** and include with the returning unit. Please read the Satellite Phone Service Request Form for complete details on the correct shipping location.

### Step 4

The returned unit will be investigated and a quote detailing the cost of the required repairs will be provided.

### Step 5

Once payment for the quoted amount has been provided the unit will be repaired and returned. All repairs include a report detailing the units problem, repairs and testing that was undertaken. Please note that out of warranty repairs can take up to 45 days to complete due to some components requiring repair from outside manufactures.

### **Important:**

Due to some components having variable repair costs outside of MGLSAT's control the final repair costs may not be known at the time of quotation. In these instances the repair quote will include a maximum and minimum costing. MGLSAT will not undertake any repairs without a guaranty expressly indicated on the purchase order for the repairs that the customer will pay up to the maximum repair costs. Upon completion of the repairs an invoice for the final amount will be issued to the customer.

I ..... authorise MGLSAT to preform inspection/service/repairs on the satellite equipment and agree to the above Satellite Equipment Service Request Terms and Conditions.

Signature: .....

Date: .....