

Return Form for Repairs/Upgrades

Receiver: AirWave Packaging, Inc., 5332 W. 78th Street, Indianapolis, IN 46268



	Sender/User	Distributor
Customer No.		
Company		
Street		
ZIP/City/Country		
Contact Person		
Telephone		
E-Mail		

Item Type/Name	Serial Number	Purchase Date	Reason for Repair/Upgrade*	PO# (Required to begin repairs)

* Please fill code in "Reason for Repair/Upgrade":

- | | |
|--|---|
| 01 Error message | 02 Footage settings error |
| 03 Film does not feed through machine | 04 Film jam |
| 05 Unit does not seal the film properly | 06 Machine does not heat up properly |
| 07 Machine takes too long to heat up | 08 Air blower defect |
| 09 Machine does not respond | 10 Upgrade |
| 11 Miscellaneous (Please explain) | |

Film used in machine (Ex. PlantWave 7.1)

Order Number (if present)

Exact error description

Our device is under Full Warranty*

Order a loaner device for the period of repair. We agree to cover the below cost + Freight if not under warranty:

Nano4: \$15 USD / AirWave1 & AirWavePRO: \$25 USD / AirWave2: \$49 USD

Our device qualifies for Extended Warranty. We agree to cover the repair of the device for a flat rate of:

Nano4: \$130 USD / AirWave1 & AirWavePRO: \$180 USD / AirWave2: \$230 USD**

Device is outside Extended Warranty (older than 24 months). Please send us an Estimate for repairs.

*12 month Manufacturer's Full Warranty from the moment the machine is received. Full Warranty excludes damage caused by gross neglect or abuse.

**AirWave Packaging Service reserves the right to reject repairs at an all-inclusive price in the event of unreasonable expense or damage caused by gross neglect or abuse.

Employee Name

Signature

Date

A complete return form enables quick processing of your repair and saves unnecessary waiting time!

The General Terms and Conditions (GTC) available here: [General Terms and Conditions | AirWave Packaging Inc. Air Cushion Systems](#)
as well as the terms of payment of AirWave Packaging Service are acknowledged by the contract partner.

www.airwave-packaging.com