Return Form for Repairs/Upgrades

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

AirWave Packaging Inc, USA

	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)
			Select	

* 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 within the 12-month Full Manufacturer's Warranty.***

☐ **Request a loaner device:**

Included at no charge under the 12-month Full Warranty and Standard Flat-Rate Repair.
Otherwise, per loaner period, plus shipping: Nano4 $15 / AirWave1 & AirWavePRO $25 / AirWave2 $49.

☐ **Our device is outside the Full Warranty. We authorize a Standard Flat-Rate Repair at:**

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

☐ **Please provide an individual estimate for an upgrade or any repair not eligible for flat-rate pricing.**

* 12-month manufacturer's full warranty from date of purchase. Excludes gross neglect or abuse. ** Standard flat rate covers listed repair conditions (codes 01-09 and 11), including mechanical/electrical work, wear parts, labor, ground shipping and a loaner at no additional charge. It is not a warranty. Upgrades are quoted separately.
AirWave may decline a repair if, after inspection, it reasonably determines the repair is unsafe, technically impracticable, parts are unavailable, or the cost is disproportionate to the machine's value or condition. Gross neglect, abuse, accidental damage, unauthorized materials/modifications, and failure to follow maintenance requirements are excluded. Any work outside the flat-rate scope requires a separate estimate and written approval.

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.