

Astra Service Desk Limited

***71 Mahoe Avenue, Nightingale Grove,
Bushy Park P.O, St Catherine, JMACE07, Jamaica
Digical: 18764972442, FLOW: 18762173084
info@astraservicedesk.com
https://astraservicedesk.com
Date: May 2, 2024***



Mobile Repair Authorization Form

To submit a **Mobile Repair Authorization Form (MRA)** request, complete the following form. In order to expedite your request, please complete all information requested below. Return the completed form to helpdesk@astraservicedesk.com. You will be notified with an MRA number if your return request has been approved. Complete MRA details are described on Page 2 of this form

Owners First Name:	Owners Last Name:
Contact First Name:	Contact Last Name:
Landline No:	Mobile No:
Email Address:	

Phone Information		
Warranty	Non-Warranty	Unknown
Device Name:		
Model Number:		Serial Number:
IMEI Number:		
Description Of Problem		

***Service Desk Tickets: astraservicedeskLtd.on.spiceworks.com, Linktree: astra_service_desk_ltd
Facebook: astraservicedesklimited, IG: astra_service_desk_limited, Tiktok: astra_service_desk
Reddit: astraservicedeskLtd, Youtube: AstraServiceDeskLimited***

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Product Returns for “Warranty” Determination

Astra Service Desk Limited will test the product according to the description of the problem listed on Page 1 of the MRA request form. After Astra Service Desk Limited’s evaluation, Warranty or Out-of-Warranty status will be determined. If the description of the problem is the same as listed on Page 1 of the of the MRA request form, the product will be repaired under warranty at no charge and shipped, back to the customer. If the description of the problem is different from the problem listed on Page 1 of the MRA request form, or damaged from delivery, we will contact the customer. If the product has no identifiable problem we will notify customer and return delivery. Warranty repairs do not extend the original warranty period.

No Warranty Credits or Exchanges for:

- Returned items that failed due to an accident, purchaser’s abuse, neglect or failure to operate in accordance with instructions provided in the owner’s manual(s) supplied.
- Returned items that failed due to incorrect voltage or improper wiring.
- Returned items that failed due to rain, excessive humidity, corrosive environments or other contaminants.
- Any item damaged in shipment.
- Any product failure caused by installing or operating product under conditions not in accordance with installation and operation guidelines or damaged by contact with tools or surroundings.
- Returned items with cosmetic defects that do not interfere with product functionality.
- Returned items that are incomplete or defaced.
- Any consumable or standard wear items such as fuses or incandescent lamps.
- Returned items with a different serial number from what was authorized for return.
- Returned items that were special ordered or custom configured.
- Freight damaged items. If your shipment arrives damaged, you must note the damage on the carrier's delivery record in accordance with the carrier's policy, save the merchandise in the original box and packing it arrived in, and arrange for a carrier inspection of damaged merchandise.

For any product returned to Astra Service Desk Limited for reasons other than warranty and without considerable reasons, a 25% restocking fee will be applied. All returned items must be in their original box or crating and must include all packing material, manuals, and accessories.

Please take care to package your return carefully. Astra Service Desk Limited is not responsible for damage or a lost product(s) caused by delivery. Any damage or subsequent failure of the hardware product related to inappropriate packaging will result in additional charges for the repair of the product.

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Product Returns For “Non-WARRANTY” Determination

After Astra Service Desk Limited’s evaluation, the customer shall be notified of the repair cost. If the description of the problem is different from the problem listed on Page 1 of the MRA request form, or damaged from delivery, we will contact the customer. If the product has no problem that we can identify, we will test and return delivery.

At such time the customer must issue a written confirmation to proceed with the repair(s), agree to cover the costs of the repair. Repair work is warranted for thirty (30) days from date of shipment.

Please take care to package you return carefully. Astra Service Desk Limited’s is not responsible for damage or a lost product(s) caused by delivery. Any damage or subsequent failure of the hardware product related to inappropriate packaging will result in additional charges for the repair of the product.

Customer Service Representative Name:

CSR Signature:

Position:

Manager’s Name:

Manager’s Signature:

Position:

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