

HOW IT WORKS



1. Contact our Service center at 1300 728 672 to request a service notification
OR email to aus.service@MSAsafety.com.



2. Provide your billing, shipping and contact information.



3. Provide the product model, serial number and problem/service requested.



4. The customer service agent will provide you with service options available and pricing.



5. Provide your method of payment:
 - credit card number
 - purchase order number



6. Return the service notification form along with your product to the address specified.



7. For products requiring an estimate, the service center will contact you for approval as soon as an evaluation is made.



8. The service center will complete your service order and return it to you as soon as possible.

SERVICE NOTIFICATION REQUEST		
Billing Address (Sold To Account)		
Name		
Address		
Address		
City	State	Zip
Contact Name		
Phone		
Email		
Shipping Address (Ship To Account)		
Name		
Address		
Address		
City	State	Zip
Product Information		
Product Make/Model	Serial Number	
Service Requested		
Problem		
Payment Information		
Purchase Order		
Credit Card	Yes	<i>Note: Credit card information taken directly by Customer Service representative at time of initial phone call. Or, if form is emailed, Customer Service representative will contact customer for credit card information.</i>

Is this item under warranty? Yes No

If Yes, then provide evidence invoice

Is this item under recall? Yes No

CALL: To return a unit for service, provide above information to MSA Service at 1300 728 672-Option 2.

EMAIL: To return a unit for service, provide above information to MSA Service at aus.service@MSAsafety.com.

SHIP TO: Please refer to the Service Center ship to address located on your service notification.