

# RENTAL EQUIPMENT EXCHANGE FORM

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Please use this form to coordinate the return and replacement of faulty or damaged equipment. For any questions or concerns please contact us on 1800 222 327.

## FORM COMPLETION

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To ensure a quick response to any request for an exchange of equipment, please fill in all relevant information on the rental exchange form and email it through to [trhirecomcoordinators@tr.com.au](mailto:trhirecomcoordinators@tr.com.au) for processing.

## RENTAL EQUIPMENT EXCHANGE PROCESS

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1. We ask that you identify the faulty item. If an accessory is attached, please remove the accessory and retest the unit. This will ascertain whether the radio itself has the issue or if it's the accessory.
2. Complete the Rental Exchange Form on page 2 and ensure that fault details are clearly described. Please email the completed form to [trhirecomcoordinators@tr.com.au](mailto:trhirecomcoordinators@tr.com.au).
3. If you are returning the faulty item, please ensure that the address of your local branch is clearly labelled on the package:

### **Victoria**

**TR Hirecom - Melbourne (Head Office)**  
18 Joseph Street  
Blackburn North VIC 3130

### **New South Wales**

**TR Hirecom - Sydney**  
41 Enterprise Crt  
Prestons NSW 2170

### **TR Hirecom - Newcastle**

Unit 2, 1 Hartley Drive  
Thornton NSW 2322

### **Northern Territory**

**TR Hirecom - Darwin**  
Unit 6, 143 Coonawarra Road  
Winnellie NT 0820

### **Western Australia**

**TR Hirecom - Perth**  
122 Kewdale Road  
Kewdale WA 6105

### **Queensland**

**TR Hirecom - Brisbane**  
72 Donaldson Road  
Rocklea QLD 4106

### **TR Hirecom - Townsville**

Unit 2, 14 Blackhawk Boulevard  
Thuringowa Central QLD 4817

### **South Australia**

**TR Hirecom - Adelaide**  
169 South Road  
Ridleyton SA 5008

4. We will endeavour to dispatch replacement equipment to you within 24 hours of receiving the exchange request where resources and stock are available.

## DAMAGED EQUIPMENT

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Please note that repair or replacement costs may apply if the equipment is physically damaged or has liquid ingress.

## RENTAL EQUIPMENT EXCHANGE DETAILS

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Contact Name \_\_\_\_\_ Date Requested \_\_\_\_\_

Company Name \_\_\_\_\_ Phone \_\_\_\_\_

Email Address \_\_\_\_\_

Return Address \_\_\_\_\_

State \_\_\_\_\_ Postcode \_\_\_\_\_

Equipment Model	Asset Number	Fault Description

Accessories	Quantity	Accessories	Quantity
Earpiece		Multi-Unit Charger	
Battery		Lightweight Headset	
Belt Clip			
Speaker Microphone			

Additional Comments \_\_\_\_\_

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