Product Return Form

iVEST, MIMOS BERHAD, TECHNOLOGY PARK MALAYISA,
57000 KUALA LUMPUR.
Email: support@ivest.com.my Website: www.ivest.com.my

INSTRUCTION

- Please use one form per product
- For product warranty claim, the form must attach a copy of receipt or delivery order
- Complete all sections of this form and return to iVEST Customer Service at the above address together with the product*
- Kindly email us for inquiries and status

CUSTOMER INFORMATION

Name:

Organisation:

Project/System/Application:

Email:

Tel (O): Tel (HP):

NRIC / Passport Number:

Complete address to return item – (Please include delivery charge**):

I am returning: ☐ iVEST™ SMARTCARD. Serial number: 6034 _____ _____ _____

☐ iVEST™ SMARTCARD READER. Model: [ACR30SP] [ACR30U] [CST10U] [EZ100PU] [ACR38T]
Other model, please specify: _____
Serial number: _____

I am requesting: ☐ Product Warranty ☐ Product testing & troubleshooting

PROBLEM DESCRIPTION

iVEST™ Client software version used:
[2.4] [3.0] [Client 4eG 1.0] [Biz Client 1.0]

Operating System (OS):
[Win98FE] [Win98SE] [WinME] [WinNT] [Win2000S] [Win2000P]
[WinXPH] [WinXPP] Others, please specify:

OS Service Pack:

Browser type: Version:
[Internet Explorer] [Netscape]

Type of internet connection:
[Dial up modem] [LAN] [Broadband] [Broadband with wireless]

Internet Service Provider:
[Jaring] [TMnet] Others, please specify:

Reason for return & problem description:

Error message prompted while using the product. It is recommended to attach the screen capture of the error message(s).

Please describe if there was any testing performed?

ACKNOWLEDGEMENT

I hereby acknowledge the information above is correct and valid.

Customer's Signature: _____ Date: _____

* Please use all reasonable precautions and diligence to prevent damages or theft during the delivery.
** Delivery charge is RM5.00 for Peninsular Malaysia and RM8.00 for Sabah/Sarawak. Payment is by cheque or bank draft made payable to MIMOS Berhad.