

**BEFORE YOU RETURN  
ANYTHING TO US,  
PLEASE COMPLETE  
PART 1 ONLY AND FAX  
TO (09) 300 6330**

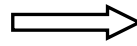


## GOODS RETURN AUTHORITY

### PART 1: REQUEST FOR RETURN AUTHORITY

Complete all fields

Tick  one box only



Return for credit

(Conditions apply. See below)



Warranty  
replacement

(Subject to test)

Date of request \_\_\_\_\_

Company name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

Telephone \_\_\_\_\_

Fax \_\_\_\_\_

Person making request \_\_\_\_\_

Invoice number \_\_\_\_\_

Invoice date \_\_\_\_\_

Item/s being returned \_\_\_\_\_

Reason for return:

Please note that goods returned under warranty will be inspected and tested in our facility before any replacement will be offered. If (in our sole opinion) we determine that the fault has been caused by incorrect installation, we will not be liable to replace the item/s.

### PART 2: AUTHORITY TO RETURN GOODS

Date \_\_\_\_\_

Reference number\* \_\_\_\_\_

Return authorised by \_\_\_\_\_

\* This number must appear on your return documents.

**NOTE:** Issue of a Goods Return Authority does not automatically imply that a Credit Note will be issued. See Clause 8.

### CONDITIONS:

1. No products will be accepted for return unless you have completed and submitted this Goods Return Authority, and have quoted the relevant reference which we will supply.
2. We will not accept returns of products caused by a change of mind, including a refusal after delivery to accept all the components of a model or package (for example the deletion of a control module from a fan package).
3. All products returned must be complete with all original boxes, packaging, codes, instruction sheets and/or manuals and accessories as supplied by the manufacturer. All products (and packaging) returned must be in an undamaged condition.
4. Products returned by you will attract a re-stocking fee of 20% of the sale price.
5. You are responsible for freight charges and should insure the products against loss.
6. Due to some manufacturers' policies we cannot always accept returned product unless a return merchandise authority is obtained directly from the manufacturer.
7. Products will be accepted for return only in accordance with our returns policy as notified from time to time. Credit for returns will only be given in accordance with that policy.
8. We reserve the right to refuse returned goods if, in our sole opinion, any of the above conditions have not been met. In the event of such refusal we will return the goods to you at your risk and expense.

### PART 3: OFFICE USE

Goods received date \_\_\_\_\_

Credit authorised by \_\_\_\_\_

Credit Note # \_\_\_\_\_

Date \_\_\_\_\_