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RAFormRev5.pdf

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RETURN AUTHORISATION FORM

WARRANTY REPAIR: CREDIT RETURN: ADVANCE REPLACEMENT:

(Please cross the appropriate box above)

Section One:

Company: _____ Contact: _____

Phone: _____ Return Fax: _____ Email: _____

Section two: (Invoice numbers & Fault descriptions must be stated, refer to below instructions)

INVOICE #	Product Code or Description	Serial Number	Detailed Fault Description	R.A. # Internal Use

Instructions:

- i) Fill in the above details and fax or Email this form back to the MBI Australia. This form will be faxed back to you with RA numbers filled in.
- ii) When returning goods please mark RA number clearly on the exterior packaging.
- iii) Goods being returned for credit must be in original packaging and condition, including cables, manuals and accessories, before a credit will be issued. *Requests for credit will only be considered into if within 14 days from date of purchase.*
- iv) RA numbers are valid for 14 days only.
- v) Goods returned without an RA number will not be accepted under any circumstances.
- vi) Issue of an RA number is only an authorisation to return the goods. It does not guarantee credit or replacement of goods. Goods returned for credit may be rejected or may attract a restocking fee if they are not in original condition. Returns for repair may be rejected subject to warranty status, tampering, etc.
- vii) All inward freight will be the responsibility of the sender.
- viii) A detailed fault description must be given in section two. "Faulty" or "Dead" will not be sufficient.
- ix) Product incorrectly packaged or damaged may become void of warranty.
- x) Advance replacements are made available at the discretion of MBI Australia.
- xi) The original invoice number relating to the goods indicated on this sheet must be stated.
- xii) This should be read in conjunction with our Standard Terms and conditions.

Dealer Signature: _____ Print Name: _____ Date: _____ E&OE