

Channel Partners RA Request Form

E returns@channelpartners.com.au

F +613 8732 0304



(This form does not entitle you to return a product. You must wait for approval and an RA number before returning any goods.)

Company Name

Contact Name

Email

Contact Number

Physical Address

Product Code

Serial Number

Product Description

Quantity

Fault Description

Date of Purchase

Invoice Number

Terms & Conditions of RMA Policy: GENERAL 1) Before any goods can be returned, an RA number must be obtained by completing an RA Request Form. This form is a request for an RA number only and is not an agreement by Channel Partners to accept any goods for return. **2) All returns require a serial number if available and our original invoice number. If neither of these can be supplied we cannot proceed with the RA process.** 3) The RA number is valid for 7 days from issue date and must be written on packaging and on all correspondence included with the returned item. 4) Any goods sent to us without an RA number will be returned to the customer at their expense. 5) All DOA items that are not returned within 7 days cannot be classified as DOA. 6) Goods that pass Manufacturers' standard diagnostic testing will be considered free of fault. **6) The RA number must be clearly written on a removable label on the outside of the shipping carton. Please do not write directly on the carton. FREIGHT** 1) In the course of a normal RA, the customer pays the freight to channel Partners. Once repaired or replaced the unit will be sent back to the customer at Channel Partners expense 2) In the case of a requested forward replacement, the customer is responsible for all inward and outward freight. 3) Goods returned and found to have no fault will be sent back to the customer at their expense. 4) In the case of goods returned for credit, freight will not be credited. **SURCHARGES** A 10-20% surcharge may apply: 1) If a credit return is outside of 7 days from invoice date, has been opened or is not in an 'as-new' re-saleable condition. 2) If a forward replacement has been supplied and the faulty unit has not been returned within 7 days of forward replacement dispatch date. 3) If the returned unit is found to be not faulty. I/we hereby acknowledge the above mention RMA policy.

Sign & Date