

**Ansutek Commercial
Returned Materials Authorisation (RMA) Request Form**



This form must be completed before this application can be processed:

Contact Name

Order No

Company

Delivery Address

Phone **Fax**

Product to be returned (Ansutek product code if known)

Serial Numbers

Ansutek Salesperson

Invoice No **Date**

Full details of reason for return:

Ansutek office use only

Your request to return goods is

Declined because

Accepted. Please action within 7 days

RMA No

Note: An RMA number does not guarantee that the goods will be credited or serviced

RMA Terms and Conditions



- 1) Ansutek Commercial reserves the right to decline any requests for goods to be returned for a credit.
- 2) On Approved returns we do not refund cash or cheque, we will issue credit notes or exchange product approved for return.
- 3) On Approved returns, Ansutek Commercial Ltd charge a restocking fee of the greater of either \$30.00 or 15% of the value of the goods, plus GST. Freight will not be credited.
- 4) Any Package for return of goods that arrives in our Offices with out this form completed and signed will not be actioned and will be destroyed after 90 days.
- 5) Damage due to careless packaging will result in refunds/ replacements / swaps being declined.
- 6) Sender is responsible for all insurance.
- 7) **Returned stock goes to service for checking and acceptance before going back on the shelf.**
- 8) **Returned stock that is marked or dirty attracts a cleaning fee of a minimum of \$55.00 + GST.**

I have read and agree to the above RMA Terms and Conditions

Customer Signature: _____

Customer Name: _____

(on behalf of)

Company Name: _____

Ansutek Service Department Acceptance

Circle one

Goods are in working condition

YES	NO
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All cables CD's and Manuals are present

YES	NO
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Goods are clean and Re-saleable

YES	NO
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Cleaning Fee (minimum of \$55.00 + GST) Charged

YES	NO
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Amount

\$ _____

Accepted for restocking?

YES	NO
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Reasons or Comments:

Service Technician Name _____

Signature _____

Date _____

Instructions For Return

Wait Until you have received the Authorisation Number before shipping any goods back.

Ensure the items for return, all cd's cables, manuals and any other items have been packed into there original Package.

Place the Signed RMA form with the authorization number into the the box with the goods to be returned (Goods with incomplete or Unsigned forms will be returned at the customers cost).

Fold this paper in half and use as your shipper.

**RMA GOODS
Ansutek Commercial Ltd
Unit A1/710 Great South Rd
Manukau City
Auckland
New Zealand**

Attn Service RMA Number_____