

RA

RETURN AUTHORISATION FOR CREDIT RETURN & WARRANTY CLAIM

DATE: / /

RA Number Issued A

RESELLER NAME ACC No

DELIVERY ADDRESS

PHONE FAX MOBILE

CONTACT NAME

EMAIL ADDRESS

CONDITIONS OF CREDIT RETURN & WARRANTY CLAIMS

1. A Return Authorisation (RA) number must be issued before returning goods to ALLPOS either for warranty claims or for credit return.
2. Except for faulty, damaged on delivery, or incorrectly supplied goods, a 25% restocking fee will be applied to all goods returned for credit. Claims for credit must be made within seven (7) days of delivery. Credit will NOT be issued for freight content of original invoice. No refund can be issued, credit to be allocated against client account.
3. An Inspection fee of \$55 Inc GST will apply if warranty goods are tested and no fault found.
4. If a Customer makes a special order, where ALLPOS has bought in goods on the customer's request for non-stock items or orders for bulk quantities, credit on these goods will be rejected.
5. Goods that are returned for credit must be in full re-saleable condition - returned in original packaging. Both external and internal packaging must be complete and in original state. Writing and stickers on external packaging will NOT be accepted, therefore the return claim will be rejected.
6. Freight and Insurance of returned goods to ALLPOS are at the customers cost and returned at the customers risk.
7. ALLPOS will return the repaired/replaced goods to the Customer freight prepaid.
8. Claim forms not properly completed will be rejected and goods returned at the customers expense.
9. A copy of this RA form and a copy of original Invoice MUST be returned with goods, or claim will be rejected.

Refer to Terms and Conditions of Sale in the back page of the ALLPOS Product Catalogue or www.allpos.com.au for full conditions of return.

ALLPOS INVOICE No.	DATE OF PURCHASE	PRODUCT CODE	QTY	SERIAL No.

Reason for Return or Fault Details (Must be completed)

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Action to be taken

Authorised Signature of Reseller

**PLEASE FAX THIS FORM TO ALLPOS RA DEPARTMENT ON (08) 9481 5861
TO BE ISSUED WITH AN "RA" NUMBER BEFORE RETURN OF GOODS**

GOODS TO BE RETURNED TO:
ALLPOS WHOLESALE DISTRIBUTION
RA DEPARTMENT
 646 Murray Street, West Perth, WA, 6005
 Phone (08) 9226 4272 Fax (08) 9481 5861
 Email : returns@allpos.com.au

<i>OFFICE USE ONLY:</i>	
Date goods received	
Date goods returned	
Restocking fee	
Authorisation	