

RA#:
OFFICE USE ONLY.

RETURN AUTHORISATION APPLICATION

NAME/COMPANY:

CONTACT/RETURN DETAILS:

EMAIL:

PHONE:

ADDRESS:

STATE: POSTCODE:

PRODUCT: MODEL #:

PLACE OF PURCHASE (STORE NAME & LOCATION) :

..... (RECEIPT TO BE ATTACHED)

DATE PURCHASED:

DESCRIPTION OF PROBLEM & HOW IT OCCURRED:

.....

.....

.....

SIGNATURE: DATE:

PLEASE RETURN THIS FORM BY POST/EMAIL/FAX – please see bottom of page for return details.

You will hear from us shortly once your application has been approved.

Please note: Turnaround time can vary depending on the time of year, product and complexity of the issue. In most instances any work should be completed and you should have your product back within 2-3 weeks. If your product is covered under warranty, we will at our discretion either repair or replace your product. If your product is considered outside of warranty you will be advised of an estimated cost of repair by email (if repair is possible). You will have 20 days to respond, either accepting or declining the quotation. If you accept, you can pay for the repair by direct payment into our bank account or by credit card (Visa or MasterCard). If you decline to pay for repairs your product will be returned as is.

FOR OFFICE USE ONLY:

Assessed by:

Recommendation: