



**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.**
- 9) All goods must be in Original packaging and completes with CD's instruction manuals, plug packs and cables. If any item is missing the goods will be refused for credit and shipped back to the customer same day at there cost. A new RMA will need to be completed when the goods are ready to be shipped back complete.

**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**

**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**

\$	
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**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).