



# RA Application Form

The RA request form is required when returning a product for repair

Company Name: \_\_\_\_\_ Email: \_\_\_\_\_

Contact: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Model No.	Serial No.	Invoice No.	Faulty Description

**Warranty terms & conditions:**

- (1) This RA form must be completed in full and faxed to PC-PARTS for approval. A RA number will be issued once approval has been made.
- (2) Warranty will be void if goods have physical damage, or to incorrect use, incorrect installation, neglect, an electrical surge or an accident.
- (3) All products carry a 7 day replacement from date of purchase (depending on the availability of stock and the accuracy of information provided on this form).
- (4) Issue of a RA number is not an acceptance for credit, replacement or repairs.
- (5) All products must be in their original packaging. A restocking fee of 15% of the purchased price may be charged if the product or packaging is in a non-satisfactory condition.
- (6) Customers are to retain the Return Authority (RA) Number issued to them when an item is sent back for repair. Losing this number may significantly delay the repair process.
- (7) RA numbers must be clearly marked on each item to be returned. Failure to do so may significantly delay the RA process.
- (8) Defective products must be returned within 14 days from date of issue of RA number, otherwise a new RA number must be requested.
- (9) All shipping costs incurred when sending products for return are at customer's expense.
- (10) A \$30 service charge will be applicable if no hardware fault is found.
- (11) These terms & conditions are subject to change without notice.

I HAVE READ AND UNDERSTAND THE TERMS & CONDITIONS OF RETURN.

Signature: \_\_\_\_\_ \* Date: \_\_\_\_\_

\*RA Number will not be issued without customer's signature

Unit 2/104A Derby St.,	Tel: (+61-2) 9748-8728	<b>Office Use Only</b>	
Silverwater, NSW 2128	Fax: (+61-2) 9748-729	RA Number:	
<a href="http://www.pc-parts.com.au">http://www.pc-parts.com.au</a>	<a href="mailto:sales@pc-parts.com.au">sales@pc-parts.com.au</a>	Date Issued:	