

Return Authorisation Form

Fax to: (02) 9804 6915

Email to: michaelh@ribbonsupply.com.au



From: _____ Date: _____

Company: _____

Address: _____

Phone: () _____ Fax: () _____ Contact: _____

Email Address: _____ RSC Code: _____

Please familiarise yourself with our R/A terms and conditions before completing this form. All items returned will be under review by the Returns Officer and does not guarantee that the return will be credited.

Invoice No.	Item	Qty	Reason ("Faulty" is insufficient - please provide a description)	Print sample
				YES / NO
				YES / NO
				YES / NO
				YES / NO
				YES / NO

RETURN AUTHORISATION TERMS AND CONDITIONS:

- 1) A copy of the RA note (NOT THIS FORM) is to be sent with all returns to gain authority into our stores by our receiving ware house. Goods sent without an RA note will not be accepted, and returned to sender.
- 2) All goods must be returned UNOPENED in their original cartons and with all original pieces, packing materials and manual, accompanied by a copy of the relevant invoice.
- 3) Faulty toner and laser cartridges MUST have a sample of print. Without this we are unable to process the return to the manufacturer and will result in the return being denied.
- 4) A 20% restocking fee will apply to goods returned within 30 days where the fault of supply rests with the customer. There is no restocking fee for errors made by the Ribbon Supply Company. Requests to return unwanted goods after 30 days will be entertained subject to management discretion. The customer will be advised of the restocking fee at the time of request.
- 5) Freight on return goods will not be paid by the Ribbon Supply Company.
- 6) Goods must be sent to our Head Office - NO EXCEPTIONS.
- 7) If the product has been refilled, remanufactured or tampered with in any way it will be rejected.
- 8) All unwanted items must be unopened and in saleable condition with no writing or labels on boxes otherwise credit may be rejected.
- 9) Seal and secure all goods to ensure unbroken arrival without leakage or damage during transit.
- 10) All claims for shortages or damaged goods must be made within 14 days from the date of delivery.
- 11) All authorised returns must be made within 14 days of granting of RA.

Signed: _____

Print Name: _____

(I have read and understood all of the above.)

ADDRESS ALL RETURNS TO:
 4/9 WARATAH ST
 ERMINGTON NSW 2115

OFFICE USE ONLY

Date: _____ Name: _____ Approved / Denied _____ RA # _____ Credited By: _____