



3/7 Tumbi Creek Rd, Tumbi Umbi, NSW, 2261

Fax: 02 4389 0234

Advanced Return Authority Form

Purchaser's Details:

Company: _____ Contact: _____
Telephone: _____ Fax: _____ Email: _____

Return Details:

Return Authority Number: _____ **MicroGram Serial#:** _____
(Will be issued after **form** returned) (on a white sticker, will have 6 character only)
Invoice No.: _____ Invoice Date: _____

Reason for Return: (Not working, faulty, broken etc will not be accepted or issued an RA number)

Credit Card Details: (Must be supplied)

Name on Card _____ Card # _____
Card Type _____ Card Expiry _____

Return Conditions:

(The following are an extract from our Standard Terms and Conditions of Sale and should be read in conjunction with the complete Terms and Conditions, a copy of which is available on request.)

1. Return Authority Numbers are valid for 14 days only.
2. Products will only be accepted for credit if returned in unmarked, resalable condition. Microgram will not issue a credit or refund where goods are incomplete, damaged or manuals or Product packaging are defaced in any way.
3. Goods returned without Product packaging or Product packaging damaged, are subject to a 20% restocking fee
4. Return Authority No. is to be written on the outside of the shipping container when Product(s) are returned - **NOT ON THE PRODUCT PACKAGING.**
5. Product(s) will not be accepted without a valid RA number and will be returned at the customer's expense
6. Minimum charge for Product(s) deemed non faulty is \$85
7. Microgram will not be held responsible for any loss of data resulting from repair
8. For repairs - cables and CDs are not required except for power supply or unique proprietary cables which must be included.
9. Microgram is not responsible for any transport damages/losses caused by courier companies to/from MicroGram
10. MicroGram reserves the right to refuse any warranty services until overdue accounts are cleared.
11. Advance Replacement Product(s) will be invoiced according to the Purchaser's existing trading terms with MicroGram and freight will be payable by the customers.
12. The Purchaser agrees that Products returned to MicroGram Computers under a Return Authority Number will be returned to the customer after it has been repaired.
13. Advanced Replacement Products must be returned to MicroGram Computers in "as supplied" condition. MicroGram Computers will reject any item not returned in "as supplied" condition and the Purchaser agrees to pay the invoice if the Products are rejected.
14. Where the Products returned under a Return Authority Number are found to be faulty and have been returned completed in "as supplied" condition MicroGram Computers may elect to raise a credit for the Advance Replacement Products as though they had been returned as above (11.). In this instance the customer may then consider the Advance Replacement Products as a warranty replacement.
15. Failing to comply with the above terms will incur a fee of \$40.

I agree to the above terms and understand that if any of the terms are not met the "RA" will not be accepted and I will incur a fee. I also certify that I am authorized to agree to these terms on behalf of the above mentioned Company.

Signature: _____ Title: _____ Date: _____

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