

Goods Return Form

Must accompany ALL goods returned and contain an RA Number from Surplustronics.

RA Number:	<input style="width: 95%;" type="text"/>	< to be obtained by calling Surplustronics on 09 820 6522	
Date:	<input style="width: 95%;" type="text"/>	Account Number:	<input style="width: 95%;" type="text"/>
		Contact:	<input style="width: 95%;" type="text"/>
Company:	<input style="width: 98%;" type="text"/>		
Address:	<input style="width: 98%;" type="text"/>		
	<input style="width: 98%;" type="text"/>		
	<input style="width: 98%;" type="text"/>		
Phone:	<input style="width: 45%;" type="text"/>	Fax:	<input style="width: 45%;" type="text"/>
Email:	<input style="width: 98%;" type="text"/>		

Code#	Serial#	Problem
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
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Instructions:

1. Please fax the completed form to 0800 800 310
2. Upon our issuing an RA Number (this takes approximately 48 hours), return the product (in the original packaging if possible), and **make sure to write the RA Number on this form and return it WITH the item. Any Package which arrives at our warehouse without the RA# will be returned to you at your cost.**
3. All returns for credit must contain all original parts, and are subject to approval by Surplustronics.
4. Return the Product to the Address below:
5. **Surplustronics RA Department**
22b Saunders Place
Avondale
Auckland
 Phone 09 820 6525
6. The Customer is responsible for paying the shipping to our warehouse. **Any shipping with freight collect to our facility will be returned to the sender.**
7. Surplustronics will ship the repaired / replaced unit back via standard courier. Customers can pay extra for overnight shipping.
8. **Please attach Original Invoice or copy. Otherwise warranty information will be based upon the date of manufacture in our record.**

RA process and completion may take up to 15 business days After returns made.