



Return Authorisation Request Form

To: Alloys Returns
Delivery Address: 128 -140 Wellington Street, Collingwood VIC- 3066 Australia.
Email: returns@alloys.com.au
Phone Number: 03 9411 1800
Fax Number: 03 9415 8899

Company Name: _____	Account Code: _____
Contact Name: _____	Phone No.: _____
Customer Reference No.: _____	Fax No.: _____
Delivery Address: _____	

Invoice No.	Purchase Date	Stock Code	Qty.	Serial Number	Product Description	Reason for Goods Return	RMA Number/ Rejection Reason

Terms and conditions:

- Customer must return the product (s) to Alloys with the RMA number and copy of the invoice on the outside of the packaging (The package can immediately be quarantined for assessment)
- All products must be returned in original packaging, specifically no fault items must be returned unopened with all seal undamaged. (Handling Fee of 15% applies to all No Fault Returns)
- In case of future enquiry regarding the returned good(s), customer must provide proof of delivery or consignment information to confirm the delivery of the goods.
- Any physical damage incurred on the faulty product due to misuse of the product will cancel the warranty and is the customer's responsibility.
- All credits, replacements and repairs will depend on vendor's directives for the return of the faulty products. Replacement and return may result in the delays due to vendor's lead time and stock availability. Some vendors require DOA and Faulty products to be handled via their own departments. Please see applicable list on Return Policy – Faulty Products document
- For any returned faulty goods to Alloys, if no fault is found after testing by the Vendor, then the customer will be responsible for any charges incurred from the Vendor for testing.

Terms and conditions are subject to change without notice. I understand and accept the conditions of return:

Customer's Signature: _____ **Date:** _____