

MICROGRAM COMPUTERS

RETURN AUTHORISATION

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www.mgram.com.au

1800 625 777



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

Fax: 02 4389 0234

Return Authority Form

Purchaser's Details:

Company: _____
Telephone: _____ Fax: _____

Contact: _____
Email: _____

Return Details:

Return Authority Number: _____
(Will be issued **after** form returned)

MicroGram Serial#: _____
(On a white sticker will have 6 characters only)

Invoice No.: _____

Invoice Date: _____

Reason for Return:

Non Faulty Stock

Faulty Stock

(Not working, faulty, broken etc or Leaving Blank will not be accepted or issued an RA number)

Please Tick one of the Following:

Credit on A/C Credit to Credit Card EFT to Bank A/C Warranty Claim Repair/Replace
(Cross One Out)

If EFT please complete below:

Bank Name: _____
BSB No: _____ A/C No: _____

Branch: _____
A/C Name: _____

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 the Products 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 25% restocking fee
4. Return Authority No. is to be written on the outside of the shipping container when goods are returned -
NOT ON THE PRODUCT PACKAGING.
5. Products will not be accepted without a valid RA number and will be returned at the customer's expense
6. Minimum charge for Products 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. If the above terms are not met you 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: _____