



Achieva Technology Australia Pty Ltd.

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RETURN AUTHORISATION FORM

Return From / Company:		Daytime Phone:	
Daytime Delivery Address*:		Fax:	
Suburb, State & Postcode:		Contact:	
E-Mail Address:		Pickup by:	

*Please ensure someone is present to receive the goods.

Ref	No	Product model number	Fault Description	Original Serial No.	Replace Serial No. (Office Use Only)	Invoice No.
	1					
	2					
	3					
	4					
	5					
	6					
	7					
	8					

*Please fill in the information completely, accurately and clearly and enclose this form with all returned goods.

RA Department Term and Conditions

01. RA number must be obtained prior to goods being returned. Do not add new items after RA number is issued. If there is physical damage, no warranty will be given.
02. All goods returned for warranty please **DO NOT SEND BACK WITH MANUAL, CABLE, ETC.** And must have clearly fault descriptions, Please don't use word "FAULTY".
03. Achieva accepts no responsibility for loss or damaged occur in transit.
04. The RA Number must be clearly marked on the outside of the carton. Otherwise Goods will be rejects. **RA Numbers are valid for a period of two weeks only.**
05. Goods not claimed after three months period will be sold.
06. If customers request for credit, goods must be in re-sellable condition, otherwise 10% restocking fee will be applicable
07. For cancellation of orders (within 14 days), credit notes will reflect the price shown on the customer's invoice, 10% restocking fee will be applicable
08. No responsibility for the loss of the data inside the faulty hard drive.
09. **All products that were not directly purchased from Achieva will have a charge of \$33.00 (in GST+ Freight) per item.**
10. Term and conditions change without notice. Please fax RMA for to Achieva branch office closest to you.

Office Use Only:

RA NUMBER:		ISSUE DATE:	
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I understand and accept the conditions of return:

Customer's Signature _____

(RMA Number will NOT be issued without customer's signature)