

Computercraft

Shop 29, Kippa Ring Village
 Anzac Avenue
 Kippa-Ring, Qld, 4021
 Ph: 07-3284-0599
 Fax: 07-3284-5500

<i>Office Use Only</i>			
RA No	_____	Date Issued	/ /200
Date Returned	/ /200	Date Completed	/ /200

RETURN AUTHORISATION FORM

Return and Warranty Policy & Procedure

A Return Authorisation (RA) number **MUST** be obtained before returning goods to Computercraft either for warranty or for returns for credit.

A restocking fee of 15% of the invoiced value is applicable to goods returned for credit. These goods must be in original condition and packaging. Computercraft will not accept goods for credit after 20 days (7 days for goods purchased in one of our stores) from the invoice date.

All goods returned for warranty or credit are to be accompanied by a copy of the original invoice and a return authorisation (RA) number. Proper packing must be used for all goods returned as any warranty will be void if goods are damaged in transit. Goods damaged in transit will not be accepted for warranty or credit.

Please fill out all information relative to your faulty product(s) and fax to one of the above numbers. All faulty goods **MUST** have a full fault description. We will charge a \$20 testing fee if goods are tested and no fault is found. These goods will be returned to the customer at the customers expense. Freight on returned goods to and from Computercraft are at the customers cost.

You must sign below	
The following must be completed in full or an RA # WILL NOT be given	
Signed _____	Please Print Name _____
Your Company Name _____	
Phone _____	Fax _____
	E-mail _____

Product Code (Compulsory)	Qty	Fault Description (Faulty is NOT an acceptable description)	Invoice No (Compulsory)