

***Return and Warranty Policy & Procedures***

Please complete all of the details below and fax this form to the branch where the goods were purchased. Your RA number will then be issued via email. **An RA number is required before returning any goods to Anyware**, and it must be clearly printed and visible outside the box/parcel when goods are being shipped.

* Ensure products are thoroughly tested before returning them as a **$20 Testing Fee** may be charged to your account if no fault is found. If you need assistance using any of our products, please contact us.
* Proper packing must be used for all goods returned, as warranty will be void if goods are damaged in transit.
* RA Numbers are strictly valid for a period of 30 days from date of issue; any expired RA Numbers will necessitate re-applying for a new RA Number.
* A **re-stocking fee of 20%** applies to all goods returned for credit. These goods must be in original condition and packaging, and we will not accept goods for credit after 30 days from the invoice date.
* Goods that have been used can not be returned for credit.
* All products purchased from Anyware Computer Accessories are covered by a 1 year warranty (unless specified) from invoice date. All ink cartridges only have a warranty period of 6 months from invoice date.

**Completed RAs will be returned to the customer with their next order**. Freight of returned goods to and from Anyware Computer Accessories is the responsibility of the customer.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VIC** |  |  |  |  |  |
| **NSW** | **SA** | **QLD** | **WA** | **NZ** |
| Anyware (Melbourne) | Anyware (Sydney) | Anyware (Adelaide) | Anyware (Brisbane) | Anyware (Perth) | Anyware (New Zealand) |
| 42 Henderson Rd | Unit3, 14 Tennyson Rd | 21 Alice St | Unit 2, 15 Hayward St | Unit 6, 15 Walters Drv | Unit F, 6 Henderson Pl |
| Rowville VIC 3178 | Gladesville NSW 2111 | Findon SA 5023 | Stafford QLD 4053 | Osborne Park WA 6017 | Penrose NZ |
| Ph: (03) 9763 8200 | Ph: (02) 9879 5788 | Ph: (08) 8347 0488 | Ph: (07) 3856 3999 | Ph: (08) 9242 8588 | Ph: (64) 9 634 8088 |
| **Fax: (03) 9763 8400** | **Fax: (02) 9641 8835** | **Fax: (08) 8347 0466** | **Fax: (07) 3856 1777** | **Fax: (08) 9242 8688** | **Fax: (64) 9 634 8078** |

**Return Authorisation Form**

|  |
| --- |
| **Business Name:** Rocetch \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Ph. Number:** (09 ) \_8494999\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Fax Number: (** \_ **)** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Contact Name:** \_\_Wei\_\_\_\_\_\_\_\_\_\_ **Email (**Required**):** \_\_\_\_wei@roctech.co.nz |

**Signature:**  **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Invoice No:** | | **Purchase Date:** | **Product:** | **Fault Description:** (details please) | **Serial No:** |
|  | |  |  |  |  |
|  | |  |  |  |  |
|  | |  |  |  |  |
|  |  | |  |  |  |
|  |  | |  |  |  |
|  | | | | | |