



RA FORM

RA FORM Last Update: 14/08/2007

ABN 32 510 736 305

To: NETSYSS Returns Department
Delivery Address: Dock 23, 3 Millennium Court, Matraville NSW 2036 (Off Military Road)
E-mail: returns@netsyss.com.au
Phone Number: (02) 9727 0220
Fax Number: (02) 8915 1779

Website User Name:	
Contact Name:	
Company Name:	
Phone Number:	
Fax Number:	
Delivery Address:	
Vendor Pre-Approval (if required)*	

Item	Invoice #	Product Code	QTY	Serial Number
1				
2				
3				
4				

Reason for Return/Fault Details:	
RA # (NETSYSS use):	
Rejection Reason:	
Terms & Conditions:	<p>Customer must return the product (s) to NETSYSS with the RA number clearly written on a removable label on the outside of the shipping carton(s).</p> <ul style="list-style-type: none"> • All products must be returned in complete set with original packaging, while all No Fault products must be returned in a pristine and unopened condition with all seals intact. • All returned products must be received by NETSYSS warehouse within 14 days after RA number is issued. NETSYSS will not accept the responsibility for any damage or loss incurred on the freight of returned products. • Customer must obtain valid RA number (s) authorised by NETSYSS RA team for all returned product (s). If the RA number can not be identified, or if the Product does not match the RA details provided by the customer, NETSYSS may reject the returned product at the NETSYSS RA dock and return it to the Customer at the Customer's expense. • For all returned products, customer must maintain a copy of the proof of delivery or consignment information to confirm delivery in case of future queries. • Under Vendor's instructions, NETSYSS will credit, replace or repair for the returns of faulty products, however, replacement or repair (handled by Vendor) returns may result in the delays due to vendor lead time, also depending on Vendor policy and stock availability. Any physical damage incurred on the faulty product due to misuse of the product will void the warranty and is the Customer's responsibility. • If the faulty product is returned to NETSYSS but no fault is found after testing by the Vendor, then the Customer is responsible for any no fault found charges from Vendor.

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

Customer's Signature: _____

Date: _____