ARISTEL RETURN AUTHORITY (RA) FORM

RETURNED GOODS REPORT

***Call Tech Support team – 03 8542 2308***

**Please refer to your Addendum to Dealer Agreement for full terms and conditions (T & C’s).
*Please ensure you know the serial number and fault before calling, and it is preferable to call when units are still onsite as we may be able resolve your problem over the phone, and tell you what parts to return (if any).***

This form accompanies goods being returned to ARISTEL for the following reasons (Please Tick):

**By completing this form you agree to and acknowledge the conditions (below).
*RA number MUST be received before returning goods, failure to do so will result in delays or rejection.***

|  |  |
| --- | --- |
| Dead on Arrival Fault (provide full fault details below) …………………………………… |  |
| In-Warranty fault (provide full fault details below) ………………………………………… |  |
| Out of Warranty fault for Repair Service (provide full fault details below)...……………. |  |
| Goods ordered/supplied in error (complete Date, Equip Order Code and RAN only)... |  |

 (*Refer Dealer T&Cs & speak to Sales staff prior to request)*

|  |  |  |  |
| --- | --- | --- | --- |
| **Date:** |  |  **Return Authority No.**  |  |
| Dealer Business Name : |  | Phone : |  |
| Dealer Contact Name : |  | Email: |  |
| Shipping Address: |  |
|  |  |  |
| Date Item was Installed |  | Date Item Replaced |  |
| Model Number, Serial Number, FAULT DESCRIPTION & list of all items returned (please ensure you attach Orig. picking slip/invoice to this form) | IntermittentFault | [ ]  | PermanentFault | [ ]  |
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|  |
| ***Continue on back of form if more space is required*** |
| Return to: Service Department RA (**Insert Your RA Number**) Aristel Networks Pty Ltd, Unit 1, 25 Howleys Rd, Notting Hill VIC 3168 |

**You agree that one month after Aristel notifies you in writing to collect your goods, should you fail to do so, you authorise Aristel to dispose of the goods.**

**You agree to the terms and conditions of Aristel RA policy by signing and returning this agreement with your goods.**

**Signed in Agreement by:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**