

**TechPOS Distribution Ltd**  
**Returned Materials Authorisation (RMA) Request Form**



This form must be completed before this application can be processed:

<b>Contact Name</b>	<input type="text"/>		
<b>Order No</b>	<input type="text"/>		
<b>Company</b>	<input type="text"/>		
<b>Delivery Address</b>	<input type="text"/> <input type="text"/>		
<b>Phone</b>	<input type="text"/>	<b>Fax</b>	<input type="text"/>
<b>Product to be returned (TechPOS product code if known)</b>	<input type="text"/>		
<b>Serial Numbers</b>	<input type="text"/>		
<b>TechPOS Salesperson</b>	<input type="text"/>		
<b>Invoice No</b>	<input type="text"/>	<b>Date</b>	<input type="text"/>

**Full details of reason for return:**

***TechPOS office use only***

**Your request to return goods is**

<input type="checkbox"/>	<b>Declined because</b>	<input type="text"/>
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<input type="checkbox"/>	<b>Accepted. Please action within 7 days</b>
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<b>RMA No</b>	<input type="text"/>
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**Note:** An RMA number does not guarantee that the goods will be credited or serviced

**RMA Terms and Conditions**



- 1) TechPOS Distribution Ltd reserves the right to decline any requests for goods to be returned for a credit.
- 2) On Approved returns we do not refund cash or cheque, we will issue credit notes or exchange product approved for return.
- 3) On Approved returns, TechPOS Distribution Ltd charge a restocking fee of the greater of either \$30.00 or 15% of the value of the goods, plus GST. Freight will not be credited.
- 4) Any Package for return of goods that arrives in our Offices with out this form completed and signed will not be actioned and will be destroyed after 90 days.
- 5) Damage due to careless packaging will result in refunds/ replacements / swaps being declined.
- 6) Sender is responsible for all insurance.
- 7) Returned stock goes to service for checking and acceptance before going back on the shelf.**
- 8) Returned stock that is marked or dirty attracts a cleaning fee of a minimum of \$55.00 + GST.**
- 9) All goods must be in Original packaging and completes with CD's instruction manuals, plug packs and cables. If any item is missing the goods will be refused for credit and shipped back to the customer same day at there cost. A new RMA will need to be completed when the goods are ready to be shipped back complete.

**I have read and agree to the above RMA Terms and Conditions**

**Customer Signature:** \_\_\_\_\_

**Customer Name:** \_\_\_\_\_

*(on behalf of)*

**Company Name:** \_\_\_\_\_

**TechPOS Service Department Acceptance**

Circle one

**Goods are in working condition**

<b>YES</b>	<b>NO</b>
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**All cables CD's and Manuals are present**

<b>YES</b>	<b>NO</b>
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**Goods are clean and Re-saleable**

<b>YES</b>	<b>NO</b>
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**Cleaning Fee (minimum of \$55.00 + GST) Charged**

<b>YES</b>	<b>NO</b>
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**Amount**

<b>\$</b> _____
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**Accepted for restocking?**

<b>YES</b>	<b>NO</b>
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**Reasons or Comments:**

**Service Technician Name** \_\_\_\_\_

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

**Instructions For Return**

**Wait Until you have received the Authorisation Number before shipping any goods back.**

Ensure the items for return, all cd's cables, manuals and any other items have been packed into there original Package.

Place the Signed RMA form with the authorization number into the the box with the goods to be returned (Goods with incomplete or Unsigned forms will be returned at the customers cost).

Fold this paper in half and use as your shipper.

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**RMA GOODS  
TechPOS Distribution Ltd  
Unit A1/710 Great South Rd  
Manukau City  
Auckland  
New Zealand**

**Attn Service RMA Number \_\_\_\_\_**