NAS Australia

ABN: 40 069 535 826

Brisbane Head Office

28 Newstead Terrace, Newstead QLD 4006

P: 07 3015 8700 **F:** 07 3252 8541
E: returns@nasaustralia.com.au
W: nasaustralia.com.au

UEC RMA Request

To send your unit in for repair, please fill out this form and fax or email it back to NAS Australia Brisbane Head Office along with a copy of your purchase receipt for warranty repair and wait for an RMA number.

Please Note: NAS will not accept goods unless the return is authorised prior to dispatch. The RMA number MUST be clearly displayed on the OUTSIDE of the package - failure to display the number will result in the goods being rejected and/or returned to the customer at their expense.

Customer Information

Contact Name: _____ Date: _____

Company: _____ Your Ref No: _____

Address: _____ Phone: _____

_____ Fax: _____

City: _____ Email: _____

State: _____ Postcode: _____

Office Use Only

RMA: _____ **RAN:** _____

CRD: _____ **MAN-RA:** _____

Special Instructions: _____

_____

Item(s):	Qty	Fault Description:	Serial number(s) (if applicable):	Invoice number:

Terms and Conditions:

All stock items returned after 7 days as not required will incur a minimum 10% restocking fee.

If the goods are faulty and within warranty no fee will apply.

NAS will not accept returned goods unless the return is authorised prior to dispatch. A credit will not be issued unless a RMA number and invoice number are quoted.

The RMA number MUST be clearly displayed on the OUTSIDE of the package - failure to display the number will result in the goods being rejected and/or returned to the customer at their expense.

Returned goods must be in original condition. Packaging must be as new. It is the responsibility of the party returning the goods to ensure they are returned in an outer carton that protects the original packaging. NAS may reject returned goods that do not comply with this condition.

In the event of the product being found by the service agent to be a No Fault Found ("NFF"), the service agent can charge the customer for time spent on diagnosis of the unit. The charges associated with a "NFF" are up to the service agent's discretion.

Repair charges for goods returned by NAS account holders shall be charged to their account - non account holders must submit credit card details before quotation and authorise NAS to debit the card account with the diagnosis & quotation fee (if quote not accepted) or repair charge (if quote accepted).

Goods left unclaimed for a period of 120 days may be disposed of or sold to recover costs. NAS reserves the right, at its sole discretion, to repair or replace units returned under warranty.

NAS must be notified immediately by the customer should they receive goods that are damaged or short delivered.

Items which are not standard stock lines and were specifically ordered by NAS at a buyers request will not be accepted for credit under any circumstances unless defective at the time of supply.

Cable cut to customer specified lengths will not be accepted for credit under any circumstances unless defective at the time of supply.

Goods returned without all associated parts (e.g. remote control, batteries, flyleads, power supplies etc.) will not be credited until all missing parts are supplited or the customer agrees to be charged for the missing parts at the relevant NAS trade price.