Request for Returns Maintenance Advice (RMA).

Please complete the following form and fax back to Ingram Micro to obtain your RMA number.

All returns must have an RMA number clearly labelled on the outside of the carton, otherwise goods will be returned to the sender.

Legendary.

INGRAM MICRO ®

Request for RMA

INGRAM MICRO®

Company name:_____ Request date:_____

Contact name: _____ Ingram Micro Account #:_____

Address: _____ State: _____ Postcode:_____

Phone: _____ Fax: _____

E-mail address: _____

Type of activity: ☐ DOA   ☐ Repair

IMA SKU number	QTY	Model / Part number	Serial number	Fault description/ Reason of return	Invoice number

I understand and accept the conditions of return (see overleaf): PLEASE SIGN AND DATE X _____
(No RMA number will be issued without a customer signature)

Please fax to 1300 653 888, Attention: Ingram Micro, RMA Department to obtain a RMA number.

FOR OFFICE USE ONLY

RMA number: _____

Please return products to your nearest branch with your RMA number clearly labelled on the outside of the carton.

Sydney	**Brisbane**	**Melbourne**	**Perth**
145 Arthur Street	25 Donkin Street	Unit 3, 8 Anzed Court	Unit 10, 7 King Edward Road
Flemington NSW 2140	West End QLD 4101	Mulgrave VIC 3170	Osborne Park WA 6017

Request for RMA

INGRAM MICRO®

All returns MUST have a RMA number clearly labelled on the outside of the carton, otherwise goods will be returned to the sender.

RMA return Terms & Conditions

- No items shall be returned to IM without an RMA number. RMA numbers are obtained through the Call Centre.
- RMA form must be completed in full and faxed to call centre for approval.
- All defective returns must have supporting documents showing proof of purchase from IM or a relevant IM invoice number.
- All defective goods must be properly packed when returned (i.e. anti-static bag, foam).
- IM will reject any return goods that have sustained physical damage due to poor packaging or handling and thus warranty will be void on these products.
- If an item is returned to IM as faulty but no fault is found after testing, then the customer is responsible for all freight and handling charges incurred and a service fee may also apply.
- If IM cannot provide a replacement for faulty product within 45 days from the date of receipt, then a credit note will be issued equivalent to current market value.
- RMA number is only valid for 30 days from date of issue for defective products.
- Goods must be returned within **3 working days** after allocation of RMA number, otherwise **goods will be rejected**.
- There will be a handling fee of **$30.00 + GST** for Hard Disk Drives that weren't distributed by Ingram Micro.

1. Stock Returns for Credit

1.1 Products can only be returned to Ingram Micro for credit within 7 days from invoice date even if Ingram Micro is at fault.

1.2 Returned products can only be credited at the value equivalent to the current market value of the products.

1.3 Damaged goods are not eligible for return. Products to be returned must have an RMA number clearly visible on the outside of the package (NOT on original carton, and the product must be unopened and in a re-sellable condition acceptable by Ingram Micro. Any goods that have been written on or defaced by the reseller or their courier, will not be eligible for return.

1.4 Any goods purchased under special bid pricing, LBO pricing, demonstration pricing or Stocktag and Clearance list items are not eligible for return.

1.5 Approved RMA's must be returned to Ingram Micro within 3 days of the RA number being issued or the goods will be declined and returned to the customer.

2. Non Returnable Products

2.1 All sales are considered to be final, unless otherwise agreed in writing by an authorized representative of Ingram Micro.

2.2 Ingram Micro will supply certain Products on a 'No Returns Basis'.

2.3 The expression 'No Returns Basis' means that Ingram Micro will not accept returns unless required under law or by agreement.

2.4 To the extent permitted by law, Ingram Micro reserves the right to apply the No Returns Basis policy to all promotional or sale product(s) as it deems necessary.

2.5 Product supplied on a "No Return" Basis cannot be returned to Ingram Micro unless the product is faulty and is within the warranty period provided by the manufactured or imposed by statute.

2.6 Products' sold on the "No Returns" basis:
- All Systems Products – All Compaq, HP, IBM and Toshiba products (PC, Server, Notebook, Storage, handheld products including accessories).
- PC ePhone and Accessories.
- All Components products including Intel, InWin, Kingston, Maxtor, Microsoft OEM, MSI, Seagate, Vesta, Viewsonic and Asus products .
- All Consumables products including Lexmark, IBM and HP.
- All Networking products including Extreme, WatchGuard, Avaya, Veritas, NetReality and 3Com.
- All APC products.

3. Warranty

All Products purchased from Ingram Micro are covered by the applicable Supplier's warranty. Customer must refer to the warranty details and specified repair period stated on the Product or in associated documentation. Ingram Micro does not provide any warranties in addition to the Supplier's warranties for that Product.

Terms & Conditions are subject to change without notice.