

## INGRAM MICRO AUSTRALIA - RMA Request Form

**Attention: Customer Service**  
**Tel: 1300 65 33 33**  
**Fax: 1300 65 38 88**  
**Email: RMA@ingrammicro.com.au**

**PLEASE RETURN PRODUCTS BACK TO OUR:**

**Sydney Office**  
 85 Egerton Street  
 Silverwater NSW 2128

**Melbourne Office**  
 2 Anzed Court  
 Mulgrave VIC 3170

**Perth Office**  
 15 Pearson Way  
 Osborne Park WA 6017

**Customer Number:** \_\_\_\_\_

**Phone#:** \_\_\_\_\_

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

**Fax#:** \_\_\_\_\_

**Contact Name:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Company Address:** \_\_\_\_\_

**Ship to Address:** (if different from Company address) \_\_\_\_\_

**Type of Return:** DOA / Repair / Cancellation / Wrong Sales

Ingram Micro SKU #	QTY	Model / Part Number	Serial No.	Fault Description / Reason Of Return	Invoice No.

**PLEASE FAX COMPLETED FORM BACK TO INGRAM MICRO ON THE ABOVE FAX NUMBER TO OBTAIN AN RMA NUMBER**

**RMA#** .....

**All Returns Must Have RMA Number Clearly Labelled On The Outside Of The Carton, Otherwise Goods Will Be Returned To Sender**

**Do Not Write on or Damage the Box**

**RMA return Term & Condition**

1. No items shall be returned to IM without an RMA number. RMA numbers are obtained through the Call Centre.
2. RMA form must be completed in full and faxed to call centre for approval.
3. All defective returns must have supporting documents showing proof of purchase from IM or a relevant IM invoice number.
4. All defective goods must be properly packed when returned (i.e. anti-static bag, foam).
5. 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.
6. 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.
7. If customers return goods to IM for the reason of cancellation, goods MUST be in original re-sellable condition. IM cannot accept cancelled orders in non-sellable condition.
8. For cancellation of orders (within 7 days), credit notes will reflect the price shown on the customer's purchase invoice. 10% Restocking fee will be applicable
9. 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.
10. RMA number are only valid for 30 days from date of issue for defective products.
11. For any cancellation or wrong sales, goods must be returned within 3 working days after allocation of RMA number, otherwise goods will be rejected.
12. There will be a handling fee of \$14.50 for Hard Disk Drive that wasn't distributed by Ingram Micro.

**Term & Condition are subjected to change without notice.**

**I understand and accept the conditions of return:**

**Customer's Signature** \_\_\_\_\_ **( No RMA number will be issued without customer's signature)**