

NON-FAULTY RA REQUEST FORM

Company Name: _____ Account Number: _____

Phone Number: _____ Fax Number: _____

Contact Person: _____ RMA Number
(to be filled in by IMNZ)

IM Part No: _____ Serial Number: _____

Quantity to be Returned: _____ Invoice Number: _____

Product Description: _____

Reason for Return: _____

Please fill out the following questions. If these boxes are left blank your RMA request will not be processed.

Is the product unopened? (Y/N)Was the product purchased less than 14 days ago? (Y/N)Do I abide by IMNZ's terms and conditions of return? (Y/N)_____
Name_____
Signature_____
Date

Terms & Conditions

Ingram Micro (NZ) Ltd will take back non-faulty goods from resellers under the following terms and conditions:

1. The goods must have been purchased from Ingram Micro (NZ) Ltd within the last 14 days.
2. The goods were not procured on your behalf as part of a special purchase.
3. The goods must be unopened (any seals intact) and in perfect resalable condition, if they are not they will be returned to you. If the packaging has been damaged in any way e.g. written on, extra labels, tape etc the return will be rejected.
4. All goods to be returned should be either wrapped in brown paper or re-packaged in another box to avoid courier damage.
5. The credit value will be the lower of the purchase price or the current market price.
6. Goods must be returned within 7 days of this RMA request being approved. Goods returned outside of this time frame will be returned to you. Freight is at your expense unless agreed to in writing with IMNZ.
7. All goods returned to IMNZ must clearly show the RMA number on the OUTSIDE of the box otherwise the goods will be returned back to you at your cost.
8. Payment for goods submitted for return cannot be withheld if it comes due during the RMA process.
9. The issuing of an RMA number does not constitute final acceptance of the return by IMNZ. All returns are subject to a visual inspection before a credit is issued.

Please fax this form back to Ingram Micro at (09) 574-2505