



# Return for Credit Approval

(Non Faulty Goods. Please use one form per product))

## Customer Section

Date :  RMA No.\*

Customer Name:

Phone Number:  Product Code:

Fax Number:  Invoice Date:

Invoice Number:  Quantity:

Product Description \_\_\_\_\_

Reason for Return \_\_\_\_\_  
(if IMNZ mistake please specify)

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

Is the product unopened?  (Y/N)

Was the product purchased less then 7 days ago?  (Y/N)

I agree to abide by IMNZ's terms and conditions of return?  (Y/N)

(Terms and Conditions are shown on IMNZ's web site or on the next page)

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Below for Office Use Only

## Customer Services Section

RMA Reason Code:  Was this a special order?  (Y/N)

Is the purchase price different?  (Y/N) If so, by how much?

Days since purchase:  Value of Credit Issued:

\* If (1) the product was purchased less than 7 days ago (2) the cost price has not changed (3) is not a "C" class and (4) the product was not ordered especially for the customer then CSR may issue a RMA number (check with PM if in doubt). If not then the RMA number is not to be issued until form has been signed by PM

## Product Management Section

% Restocking Fee:  PM Approval Signature: \_\_\_\_\_

## RMA Dept. Section

Date Received into RA Department

Is Product in Acceptable Resalable Condition ?  (Y/N)

Please cut off the label below to use to send the goods back to Ingram Micro

**Attn: RMA Department  
Ingram Micro (NZ) Ltd  
15A Vestey Drive  
Mt Wellington  
AUCKLAND**

**RMA Number:**