



NAS Australia

ABN: 40 069 535 826

Brisbane Head Office

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E: returns@nasaustralia.com.au

W: nasaustralia.com.au

Cairns Branch Office

204 Scott Street, Cairns QLD 4870

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Sunshine Coast Branch Office

Unit 4/23 Premier Circuit, Warana, 4575

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RMA Request

To request a goods return, please fill out this form, mail, fax or email it back to your nearest NAS branch and wait for RMA number and further instructions.

Please Note: NAS will not accept goods unless the return is authorised prior to dispatch. A credit will not be issued unless an 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.

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.

If a quotation is required before repair, a diagnosis & quotation fee of \$35.00, plus GST (\$38.50) will apply if the product is out of warranty. If quotation is accepted, the diagnosis & quotation fee shall be credited against the cost to repair.

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 supplied or the customer agrees to be charged for the missing parts at the relevant NAS trade price.