



NAS Australia

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Brisbane Head Office

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UEC RMA Request

To send your unit in for repair, please fill out this form and fax or email it back to NAS Australia Brisbane Head Office along with a copy of your purchase receipt for warranty repair and wait for an RMA number.

Please Note: NAS will not accept goods unless the return is authorised prior to dispatch. 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.

Office Use Only

RMA: _____ RAN: _____

CRD: _____ MAN-RA: _____

Special Instructions: _____

Customer Information	
Contact Name: _____	Date: _____
Company: _____	Your Ref No: _____
Address: _____ _____	Phone: _____ Fax: _____
City: _____	Email: _____
State: _____	Postcode: _____

Item(s):	Qty	Fault Description:	Serial number(s) REQUIRED	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.

In the event of the product being found by the service agent to be a No Fault Found ("NFF"), the service agent can charge the customer for time spent on diagnosis of the unit. The charges associated with a "NFF" are up to the service agent's discretion.

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.