

# RA FORM

Date \_\_\_\_\_ RA Number \_\_\_\_\_

RA Request is for (tick one)		
<input type="checkbox"/> Credit	<input type="checkbox"/> Repair	<input type="checkbox"/> Replacement

Warranty Status	
<input type="checkbox"/> Under Warranty	<input type="checkbox"/> Not Under Warranty

Your Details	
Store Name _____	
Contact _____	
Address _____	
State _____ Postcode _____	
Telephone ( _____ ) _____	Fax ( _____ ) _____

Product Details			
Qty	Description	Model Number	Serial Number (Required)
Other Requirements		Notes	

Fault / Work Required (Do not write 'faulty' or leave blank as this will cause delays in approval)
_____
_____
_____

Conditions of Credit, Repair or Replacement
Goods returned outside 30 days of DOA period cannot be credited, we will repair or replace your stock only. All requests for credit require proof of purchase to be faxed with RA request. Proof of purchase not required from resellers for repairs if they have sighted receipt and are satisfied it is genuine and within warranty period. All faulty hardware and software that is under warranty will be repaired or replaced at no charge. Any products tested and found not faulty may incur a minimum charge of \$35, payable on collection of goods. No responsibility will be taken for any lost or damaged data, or any repairs not collected within 3 months. All costs associated with returning goods to Swann will be incurred by the sender. Setup and / or installation of end user hardware or software will be charged at the rate of \$65 per hour.

Agreement
Please call if repair is over \$ _____ (minimum \$65)
I acknowledge that I have read and understood the conditions on this form and agree to pay all outstanding fees upon collection of my goods.
Customer Signature _____ Date _____

**PLEASE WRITE RA NUMBER CLEARLY ON THE OUTSIDE OF YOUR SHIPPING CARTON**  
An RA number will usually be issued within 24 hours