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RETURN AUTHORISATION FORM (RETURN WITHIN 7 DAYS)

Date:	Return Authorisation Number:	Account Number:
Account Name:		
Phone: (Include area code)		
Fax: (Include area code)		
Email:		
Company Name: (Collected from)		
Address: (Collected from)		
Phone: (Include area code)		
Contact Name:		

(MUST PROVIDE A PRINT SAMPLE)

Invoice Number	Part Number	Quantity	Batch No. (if applicable)	Return Reason ("Faulty" is unacceptable)	Printer Model Detail	Print Sample OR Tech Report

Return Authorisation Terms and Conditions

PARTS: Non Faulty Genuine Stock:

Goods correctly supplied by OPM Copiers Pty Ltd and returned for credit will incur a minimum 35% re-stocking fee. Credited items must fit the following criteria:

- **Freight paid by customer.**
- Unopened & in original packaging & in a re-saleable condition without any markings. Please do not write on the box, all stock that has markings will be automatically declined.
- Return Authorisation Form request must be made within 7 days from date of invoice.
- All unwanted/no longer required stock must be made aware to OPM Copiers Pty Ltd within 7 days from date of invoice. Goods incorrectly supplied by OPM Copiers will be collected and credited once returned to our warehouse.

Faulty Genuine Stock:

All goods must be returned to OPM Copiers Pty Ltd for assessment and testing within 7 days from date of invoice.

If the fault is a printing problem a print sample MUST be supplied for a credit to be completed, if a print sample cannot be supplied, you will not receive a credit.

All faulty items returned to OPM Copiers Pty Ltd will be subject to the terms of the original equipment manufacturer.

Manufacturers require the following supporting documentation:

- * MUST have a clear and accurate fault description. **(Does Not Work is not acceptable)**
- * When making a claim for empty cartridges, a page count is required.
- * A print sample must be provided for the following fault reasons:
Faint print Lines marks or blotches on page
Poor print or colour quality Does not print all colours
- * Return of faulty stock to be arranged and paid for by customer.
- * Goods returned to our warehouse & rejected by our Returns Department will be returned to the customer & will incur a minimum \$15.00 + gst Return Delivery Fee.

ALL FAULTY GENUINE AND COMPATIBLE ITEMS MUST HAVE ONE OF THE FOLLOWING:

- PRINT SAMPLE
- TECHNICIANS REPORT

The Toners will be inspected for the fault reported and if declared faulty a credit will be issued.

All goods returned to OPM Copiers Pty Ltd that were not purchased from OPM Copiers Pty Ltd will automatically be rejected. These goods will incur all collection and return freight costs.

Contact Name PRINT) _____

Position: _____

Signed: _____

Date _____