



RETURN FAX: 02 4962 1551

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Sharp Electronics Group – ABN 21 910 332 184

R.A. REQUEST FORM

(RETURN AUTHORITY REQUEST FORM)

CONTACT NAME:		DATE:	
COMPANY:		ACCOUNT CODE:	
		FAX:	
ADDRESS:		PHONE:	
EMAIL:			

Please make yourself familiar with the terms and conditions below before completing this form. All items returned will be under review by the Returns Officer and does not guarantee that the return will be credited.

The APPROVED R.A. FORM will follow showing your Approval Number for future reference

NOTE: Any goods returned without the APPROVED R.A. FORM will not be recognised

1) REASON FOR RETURN:	
2) WHO IS AT FAULT: (CUSTOMER/SHARP/FAULTY ETC)	
3) INVOICE# OF GOODS RESUPPLIED	
4) IF FAULTY; DETAILS MUST BE GIVEN AND SAMPLES ATTACHED	
5) WHO RETURNS THE PRODUCT TO SHARP?: (CUSTOMER OR SHARP)	
6) IF SHARP TO COLLECT FREIGHT CHARGES APPLY (CUSTOMER ERROR ONLY)	(ZONE 1=\$9.90 ZONE 2=\$12.00 ZONE 3=\$15.00 ZONE 4=\$25.00) \$

QTY	INV#	PRODUCT CODE & DESCRIPTION	PRICE (INC)	DATE OF INVOICE

R.A. TERMS AND CONDITIONS

- 1) A copy of the Approved RA Form issued (NOT THIS FORM) is to be sent with all returns to gain authority into our store by receiving personnel and to ensure your credit is processed without delay.
- 2) Faulty products must be returned in the original cartons and with all original pieces, packing materials and manual, etc. accompanied by a copy of the relevant invoice and Approved R.A. Form.
- 3) Faulty products MUST have a sample of the fault. Without this we are unable to process the return to the supplier of the product and will result in the return being denied. No exceptions!
- 4) Freight on return goods will only be charged on Customer Errors which require Sharp to collect.
- 5) All claims for shortages or damaged goods can only be accepted if made within 2 working days from the date of delivery.
- 6) All returned items must be unopened and in original, saleable condition otherwise credit may be rejected.
- 7) Restocking fees will apply to goods being returned from special orders, non stock orders etc (you will be notified at the time)
- 8) Seal and secure all goods to ensure unbroken arrival without leakage or loss in transit. (Along with the Approved R.A. Form)

NAME: _____
(I have read and understood all of the above)

SIGNATURE: _____