



**WARRANTY / REPAIR 'RETURN AUTHORITY' REQUEST FORM**

**INSTRUCTIONS FOR COMPLETION OF THIS FORM & RA PROCEDURE**

1. Email the completed form to: Power On Australia's Customer Service Division via [service@poweronaustralia.com.au](mailto:service@poweronaustralia.com.au)
2. If the Equipment remains under warranty (*subject to review of our records of sale*) or is being sent to Power On Australia for Repair, a Return Authority (RA) number will be issued to you via return FAX with the address details of the closest outlet to you to send the returned equipment to (*PLEASE NOTE: All Warranty Claims of Portable Products are 'Return to Base' i.e. Customer pays freight and Power on Australia pays the return Freight of the Repaired or Replacement Equipment*)
3. Please ensure your returned products:
  - Conform to the published Power on Australia Terms and Conditions of Trade; and
  - Are shipped in original packaging. Otherwise, please ensure each item is adequately protected against shipping damage. (*NOTE: Damaged goods will be rejected by Power On Australia*)
4. Please allow a minimum of 10 working days prior to making enquiries about your warranty claim.
5. Status about the Warranty Claim should be directed to: Power On Australia Customer Service Division' on PH: 1300 66 24 35 or email [service@poweronaustralia.com.au](mailto:service@poweronaustralia.com.au)

CUSTOMER INFORMATION						
COMPANY / CUSTOMER NAME						
RETURN ADDRESS FOR DELIVERY OF REPAIRED / REPLACEMENT EQUIPMENT						
FORM COMPLETED BY						
NAME						
PHONE # (inc Area Code)				EMAIL ADDRESS:		
EQUIPMENT UNDER WARRANTY OR FOR REPAIR ( <i>NOTE: Please provide 'Proof of Purchase' to accompany this form – if possible</i> )						
QTY	ITEM DESCRIPTION	SERIAL NUMBER	PURCHASE DETAILS (eg:INV # /Date)	FAULT DESCRIPTION	RA NUMBER	OFFICE ADVISED CUSTOMER TO RETURN WARRANTY EQUIPMENT