Daylite Technologies Pty Ltd

t/a APD International

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Return Authority Form

Before returning any faulty products under warranty you must request a **RA Number** using this form and the faulty products must be sent to our service department **within 7 days.** Please read the **Returns Procedures and Conditions** below.

Company	
Address	
Contact/ Email	
Phone	
Fax	
Date	
R.A Number	

Returns Procedures and Conditions

1. The customer must pre-pay all freight charges for goods being returned.
2. Products returned from the manufacturer or distributor as not faulty will incur a "No Fault Found Fee" of $25.
3. Before returning faulty products under warranty you must first request an RA number by emailing or faxing back this form listing products to be returned.
4. If an RA number has been issued for the return of faulty goods then the goods must be returned within 7 Days or the return will become invalid and a new RA number must be requested.
5. The issuing of an RA Number will not guarantee the acceptance of the faulty products if other returns criteria are not met.
6. Any products returned without a proper RA Number will be sent back to the customer at the customers' expense.
7. The RA Number must be clearly marked on the outside of the shipping carton and not on the product.
8. Copies of original Sales Invoices (proof of purchase) must be included with the return.
9. All replacement products inherit the remaining warranty of the faulty product. The replacement products do not incur any new or extended warranty.
10. All retail-packed goods returned for credit that have been opened will incur a restocking fee. Any products with damaged retail packaging will not be credited.
11. Faulty products returned will be repaired or replaced depending on the manufacturer policies. Goods that can not be replaced will be shipped back to the manufacturer for repair under the manufacturer warranty.
12. Goods being returned for credit after 7 days will incur a restocking fee.
13. Goods may only be returned by the company to whom the goods were originally invoiced and not by any other party.
14. Under no circumstances is Software refundable. However disks found to be faulty will be returned to the supplier for replacement.

Invoice Number	Invoice Date	Qty	Description of Goods	Serial No.	Capacity of Ram in Unit	Hard Drive Capacity in Unit	Fault Description