

**Return Authorisation Request**

Before returning goods either for repair or for credit, an RA number must first be obtained. This may be done by completing the details in this form and e-mailing or faxing the completed form to Markaline Pty Ltd. You may then receive a call from one of our personnel regarding the problem if we feel that a solution may be given over the phone. Alternatively, confirmation of the RA number will be returned by e-mail or Fax.

When returning goods, please **ensure that the RA number** is clearly marked on the outside of the packaging. Failure to do this will result in the goods not being accepted by our goods in department and therefore incurring additional costs for yourselves.

**Company Name:**  **Account Number: (not mandatory)**

**Address:**

**Contact Name:**  **Phone:**

**Email Address:**  **Fax:**

**Product Details: (Please include only one item per RA request)**

**Product Description:**  **Markaline Part Number:**  **Quantity:**

**Invoice Number:**  **Date of Purchase:**

**Description of Fault:**

**Return Goods/Credit Policy**

Goods are not supplied on a sale of return basis. Authorisation to return goods, including a return goods authorisation number must be obtained from our office prior to returning goods for credit.

Accompanying documentation must have the name of the person who authorised the return and a contact name from your company. In negotiated circumstances a **20% handling charge** and interstate freight charges for restocking goods in resaleable condition applies.

**Freight on all returns must be pre-paid.**

Credit for returned goods will be given on the basis of prices paid (as substantiated by accompanying invoice number) less freight or handling charges.

Credit on authorised returns is subject to our inspection and acceptance.

Incorrect/short deliveries must be notified to us within 7 days of receipt of goods. We will advise method for return or supply of shortfall.

Special goods, purchased, modified or made to customers specifications cannot be returned.

**Guarantee/Warranty**

Products sold by Markaline Pty Ltd are guaranteed against faulty workmanship and materials.

Products are not guaranteed against misuse, abuse or normal wear & tear.

The products are designed for a specific purpose, and if used for purposes other than their intended use, will not be covered.

Before returning items that may be deemed faulty please consider the normal wear & tear factor. Products that are considered faulty due to manufacturing defects of materials and that have been used within their intended limitations may be returned, freight pre-paid. Markaline Pty Ltd, will at their own discretion, repair or replace under warranty and return goods on pre-paid freight.

**Exclusion of Warranties/No Warranties Disclaimer:**

Buyer acknowledges that the seller is not the manufacturer of the products or goods sold. The implied warranties of merchantability and fitness for a particular purpose and all other warranties, express and implied, are excluded from any transaction and shall not apply to the goods sold. In no event shall seller be liable to buyer for indirect, special or consequential damages or for loss of anticipated profits on any claim of any kind resulting from any order hereunder.

**Please Remember!**

The more information you can provide us about the fault and the environment in which it was being used at the time, the more quickly your RA will be processed and returned to you.

**Office Use Only:**

**RA Number:**  **RA Issued by:**   
**Goods checked in on arrival by:**   
**Action Taken:**   
**Date Returned:**  **Signature:**   
**By:**