

## RETURN & CREDIT OF GOODS

When returning goods for credit please complete and fax the Request for Credit Application form, download the form from the Reseller/Downloads section on our web site ([www.acapacific.com.au](http://www.acapacific.com.au)). Fill in details and fax the form for processing. The form will then be faxed back with a Return Authority (RA) number issued if credit is approved.

**This form is NOT to be used to return faulty goods for credit.** ACA Pacific will not credit faulty goods.

Return Authority (RA) numbers for warranty and credit returns are valid for 7 working days only.

All products returned for credit must be in original sealed unopened condition with all parts intact. Goods that do not meet this criterion will be returned and Invoice will be deemed payable.

Opened, damaged, soiled or registered software product will not be accepted and Invoice will be deemed payable.

Goods supplied by ACA Pacific and returned for credit within 14 days of ACA Pacific Invoice date will be credited to the value of the Invoice.

Goods returned to ACA Pacific for credit within 15 – 30 days of ACA Pacific Invoice Date will incur a restocking fee of 20% i.e. credit will be issued to the value of the Invoice less 20%.

Goods will not be accepted by ACA Pacific for credit any later than 30 days from date of the ACA Pacific Invoice, and any later than 7 days from date RA number was issued.

All returns are to be freight prepaid.

Please return the product to ACA Pacific with the RA number *clearly displayed on a sticky label on the outside of the shipping carton – please do not write directly on the product or its retail packaging*. If RA number cannot be identified the product will be returned immediately at your expense.

## D.O.A (DEAD ON ARRIVAL) PRODUCTS

ACA Pacific D.O.A. Policy is 30 Days from Date of Invoice.

Should you receive any ACA Pacific product, which is dead on arrival, you must notify the ACA Pacific RA Department by fax, within 30 days of the date of ACA Pacific Invoice.

Proof of purchase from ACA Pacific is required.

Complete the Request for Return Authority form; download the form from the Reseller/Downloads section on our web site ([www.acapacific.com.au](http://www.acapacific.com.au)). Advise the date of purchase, ACA Pacific invoice number and the serial number of the product. Fax completed form to the RA Department, when form has been received you will be issued with a Return Authorisation (RA) number by return fax.

You must request an RA number via the RA fax service.

All returns are to be freight prepaid.

The RA number should be clearly displayed on a sticky label and placed on the outside of the shipping carton – please do not write directly on the product or its retail packaging. If the RA number cannot be identified the product will be returned immediately at your expense.

We will replace the product within 5 working days of its receipt, (although exceptions to this may occur from time to time), and the product will be returned to you. If a product returned as “dead on arrival” is found not to be faulty, you will be charged a no-fault fee of \$80.

## **DISCONTINUED PRODUCTS**

ACA Pacific will, under instruction from its vendors, discontinue some products from time to time. Reseller's right to return these discontinued products may be limited.

## **WARRANTY RETURNS PROCEDURE**

Complete the Request for Return Authority form; download the form from the Reseller/Downloads section on our web site ([www.acapacific.com.au](http://www.acapacific.com.au)). Advise the date of purchase, ACA Pacific invoice number and the serial number of the product. Fax completed form to the RA Department, when form has been received and warranty confirmed you will be issued with a Return Authorisation (RA) number by return fax.

You must request an RA number via the fax; RA numbers will not be issued over the phone.

All returns are to be freight prepaid.

ACA Pacific will pay freight costs to return items replaced under warranty as per ACA Pacific normal freight services.

The RA number should be clearly displayed on a sticky label and placed on the outside of the shipping carton - do not write directly on the product or its retail packaging. If the RA number cannot be identified the product will be returned immediately at your expense.

We will replace the product within 5 working days of its receipt, (although exceptions to this may occur from time to time), and the product will be returned to you.

If a product returned is found not to be faulty, you will be charged a no-fault fee of \$80.

For all **Imation** products contact Imation directly on 1800 022 293.

Once the RA number has been issued, the goods must be returned within 7 days to the RA Department in Melbourne. The RA number should be clearly displayed on a sticky label and placed on the outside of the shipping carton – please do not write directly on the product or its retail packaging. If the RA number is not visible the product will not be accepted and will be returned to you..

The RA number is valid for seven (7) days. This number must be used in all future correspondence relating to the return.

ACA Pacific recommends product returned by post should be sent registered or certified mail. ACA Pacific accepts no responsibility for loss or damage occurring in transit on return to ACA Pacific.