

# Request for Credit Form



ACN 006 924 607 ABN 35 006 924 607

VIC/TAS: Unit 7, 435 Williamstown Rd, Port Melbourne, VIC 3207

NSW/ACT: Level 17, 122 Arthur Street, North Sydney, NSW 2060

WA: Unit 4, 415 Roberts Road, Subiaco, WA 6008

QLD/NT/SA: Unit 12, Level 3, 17 Bowen Bridge Rd, Herston QLD 4006

T: 1300 761 199 | E: sales@acapacific.com.au | W: www.acapacific.com.au

**\*NOT TO BE USED FOR RETURN OF FAULTY GOODS\***

- All requests for credit will be processed at our Melbourne Head Office. To initiate the process, please complete Sections A and B of this form and email a copy to: [rma@acapacific.com.au](mailto:rma@acapacific.com.au)
- Once authorised, ACA Pacific will promptly issue you with a Return Authorisation (RA) number which must be clearly written on a removable label affixed to the outside of the shipping carton(s). We kindly request that you avoid writing directly on the product or its retail packaging. Failing to display the RA number may lead to the credit request being declined and the product will be sent back at your expense.

## SECTION A Contact Information

Date of Request	Requested By
Reseller Name	
Contact Email	Contact Number

## SECTION B Product Return Information

ACA Invoice Number			ACA Invoice Date		
Item Number	Serial Number (if applicable)	Item Description	Qty	Unit Price \$ (ex GST)	Total Amount \$ (ex GST)
				\$	\$
				\$	\$
				\$	\$
				\$	\$
				\$	\$
Total Value of Return					\$

Reason for Credit Request

Current Condition of the Product (please select more than one option if necessary)

Unopened  Opened  Partially Opened  Used  Unused

In the event of the product(s) being returned to ACA Pacific, I undertake to ensure that the product(s) are returned in their entirety and in a saleable condition. This includes returning all components such as hardware, software, manuals, paperwork, and packaging. If any product(s) are returned in a damaged, opened, or incomplete state, I acknowledge that I may be responsible for paying all or part of the invoiced amount, depending on the extent of the damage or loss.

Reseller Signature

Date

## SECTION C Return Authorisation Information – FOR OFFICE USE ONLY –

RA Number	Return Address for Returns: ACA Pacific Pty Ltd Unit 7, 435 Williamstown Road, Port Melbourne, VIC 3207 Phone: (03) 9674 8188 ALL RETURNS ARE TO BE DELIVERED TO OUR MELBOURNE OFFICE <b>IF THE RETURNED GOODS ARE DELIVERED TO OUR NSW, QLD OR WA OFFICES, A FREIGHT SURPLUS CHARGE WILL BE INCURRED</b>
Approved By	
Date	

## Our Returns Terms & Conditions

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- To ensure safe transit and maintain warranty eligibility, please return all products as complete sets in their original (or sufficient) packaging. This is particularly important for static-sensitive equipment, which should be placed in anti-static bags.
- All returned products must reach ACA Pacific within 30 days of the RA number being issued. It is important to note that ACA Pacific cannot assume responsibility for any damage or loss that may occur during the shipping of returned products.
- If the RA number cannot be identified or if the product does not correspond with the RA details provided by the customer, ACA Pacific reserves the right to decline the return, and the product will be returned at the customer's expense.
- It is imperative that customers maintain a copy of the proof of delivery or consignment information for all returned products. This documentation serves as confirmation of delivery and is essential for addressing future inquiries.
- If a faulty product is returned to ACA Pacific but no fault is identified after testing by the vendor, the customer is responsible for covering any charges incurred for the assessment, as deemed by the vendor.