

Request for Return Authorisation



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 IF REQUESTING CREDIT FOR GOODS

- All Return Authorisation (RA) requests are to 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
- Once received, ACA Pacific will promptly issue you with a 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 return 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
Original Delivery Address	
ACA Invoice Number	ACA Invoice Date

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 Return

<input type="checkbox"/> Damaged	<input type="checkbox"/> Faulty item or part	<input type="checkbox"/> Dead on arrival
<input type="checkbox"/> Warranty issue	<input type="checkbox"/> Incorrectly supplied	<input type="checkbox"/> Change of mind
<input type="checkbox"/> Other reason (please specify): _____		

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. This includes returning all components such as hardware, software, manuals, paperwork, and packaging. Additionally, I have read, understand and agree to the Returns Terms and Conditions outlined below.

Customer Signature	Date
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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 IF THE RETURNED GOODS ARE DELIVERED TO OUR NSW, QLD OR WA OFFICES, A FREIGHT SURPLUS CHARGE WILL BE INCURRED
Approved By	
Date	

Our Returns Terms & Conditions

- 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.