



# RETURNED GOODS PROCEDURE

## PLEASE READ CAREFULLY

- 1) Campbell Software Ltd must be contacted for an RA # before any action will be taken.
- 2) The above Return Request must be completed in FULL and faxed to Campbell Technology Ltd on 04-802-7809 and if accepted a Return Authorisation number will be faxed back to you. Do not ship goods to us before you receive an Return Authorisation Number.
- 3) Please insert Return Authorisation and a copy of the original invoice details in packaging before despatch to our store at **Ground Floor, Anzac House, 181 Willis Street, Wellington**. All returns must be sent to this address.
- 4) Repair or replacement will be made after goods are returned and have been examined at Campbell Technology Ltd's sole discretion..
- 5) All goods must be safely packaged if sent by a courier, if not, the goods will be returned to sender. Do not affix or write on the product or it's documentation. If the product is in anyway marked it will not be accepted for credit.
- 6) All goods returned incomplete will be returned to sender or the sender will be billed for the missing components at Campbell Software Ltd's discretion.
- 7) A Return Authorisation is valid for 14 Days. If goods are not returned within this period the Return Authorisation is cancelled. If goods are to be credited this will mean they will no longer be accepted for credit.
- 8) Please state the Return Authorisation when making further enquiries
- 9) Goods returned for credit, if accepted, are subject to a 20% restocking charge.
- 10) Any product not purchased from Campbell Technology Ltd will incur a minimum \$100 + GST handling fee. This payment must accompany the return product as a credit or repair will not be issued/ fixed until payment is received.
- 11) If a re-flash of firmware resolves a hardware return a \$50 + GST labour charge will be incurred.

**Campbell Technology Ltd**  
**Ground Floor, Anzac House**  
**181 Willis Street**  
**Wellington**

**Attn: Returns**

**Ref: RMA # \_\_\_\_\_**



**Campbell**  
Technology Ltd

# Return Authorisation Request

RA Number #

*Please Note: All Goods **MUST** be returned to our Wellington Office within 14 Days of issue of RA#.*

<b>COMPANY NAME:</b> _____	<b>DATE:</b> /     /
<b>CONTACT NAME:</b> _____	
<b>DELIVERY ADDRESS:</b> _____ _____	
<b>PHONE:</b> _____	<b>FAX:</b> _____
<b>E-Mail:</b> _____	

<b>DESCRIPTION OF GOODS:</b> _____	<b>Invoice number</b> _____
<b>Goods returned for Warranty: Y / N</b>	
<b>Date of Purchase</b> /     /	
<b>Description of Fault:</b> _____ _____	
<b>Serial Number</b> _____	
<b>What has been tried to rectify the fault:</b> _____ _____	

**RETURN GOODS PROCEDURE AS FOLLOWS**

- 1) CampbellTechnology Ltd must be contacted for an RA # before any action will be taken.
- 2) The above Return Request must be completed in FULL and faxed to CampbellTechnology Ltd on 04-802-7809 and if accepted a Return Authorisation number will be faxed back to you. Do not ship goods to us before you receive an Return Authorisation Number
- 3) Please insert Return Authorisation and a copy of the original invoice details in packaging with the goods to be returned.
- 4) Repair or replacement will be made after goods are returned and have been examined at CampbellTechnology Ltd's sole discretion.
- 5) All goods must be safely packaged if sent by a courier, if not, the goods will be returned to sender. Do not affix or write on the product or it's documentation. If the product is in anyway marked it will not be accepted for credit.
- 6) All goods returned incomplete will be returned to sender or the sender will be billed for the missing components at CampbellTechnology Ltd's discretion.
- 7) A Return Authorisation is valid for 14 Days. If goods are not returned within this period the Return Authorisation is cancelled. If goods are to be credited this will mean they will no longer be accepted for credit.
- 8) Please state the Return Authorisation when making further enquiries
- 9) Goods returned for credit are subject to a 20% restocking charge.
- 10) Any product not purchased from Campbell Software will incur a minimum \$100 + GST handling fee. This payment must accompany the return product as a credit will not be issued/fixd until payment is received.
- 11)If a re-flash of firmware resolves a hardware reurn a \$50 + GST labour charge will be incurred.

<b>I accept the above conditions:-</b>	<b>signed:</b> _____
	<b>dated:</b> _____

<b><u>OFFICE USE ONLY</u></b>	<b>DATE GOODS RCVD:</b> /     /
<b>DATE DUE:</b> /     /	<b>FAULTY:</b> Y / N <b>RETURNED/UNACCEPTABLE CONDITION:</b> Y / N