

Date / / Tonnex Account ID (If Known)

Customer Contact Name

Telephone Fax Number

(R/A No. will only be issued upon the receipt of this completed form.)

You need to complete all sections of this form and fax to Tonnex International on 1800 TNX FAX (1800 869 329) so we can issue you with a return authority number. When you receive the R/A number, attach a copy of the completed form to the outside of the box containing the returned goods otherwise goods may not be accepted.

Before a credit is approved for any returned goods that are “deemed” faulty, a verifying process is undertaken by Tonnex and its vendors. The duration of this processing period is determined by the vendors return policies.

Product Code	QTY	Invoice #	Explanation for return in detail	RA#

Please provide the following minimum requirements:

- Goods deemed by Tonnex International to be faulty will only be credited and not replaced
- Copy of the original invoice must be attached to Return Authority Form
- Print samples **must** be provided for faulty goods so they can be processed accordingly. Processing of these returns will be delayed if print sample (where applicable) are not provided.
- Reseller is required to pre-assess returns for genuine faulty claims prior to return.
- 20% restocking fee applies for all goods returned that are not faulty and or ordered incorrectly by the customer.
- Reseller is responsible for the cost of freight and insurance on goods where incorrectly ordered or faulty. Reseller is required to provide Proof of Delivery upon request.
- Goods returned that are **not faulty** must be in original condition, unopened and in undamaged packaging otherwise credits will **not** be issued. Non faulty product must be packed in another carton and not damaged with returned shipping labels
- Any product deemed to be refilled or modified in any way will not be accepted.
- Registered R/A numbers will only be applicable for 10 working days.
- Goods that do not have a reasonable remaining unexpired shelf life or are in a non saleable state may not be approved by Tonnex.
- In order to attend to customers needs in a speedy manner, certain vendors have requested that end-users contact them directly regarding the nature of the faulty goods and how the product is being used. Therefore products from the following brands should not be returned. Please make note of the following contact numbers to provide to your end-user customers.

- Fuji Xerox 1800 028 962
- Konica Minolta 1800 456 999
- Samsung 1300 362 603