ITPLUS Communications Ltd
135 Station Road, Penrose, Auckland 1061
Ph: 09 950 4940
Email: rma@itplus.co.nz | itplus.co.nz

RMA RETURN FORM

Company Name:			**Physical Address**	**RMA#:**	
Contact Person:					
Email:				**Date:**	
Phone:					

Invoice #	Purchase Date	Brand	Model No.	Fault Description / Reason	Serial Number

Where ITPLUS does not manufacture the goods (or where the goods comprise computer software does not publish the software) and subject to the conditions set out below, ITPLUS sells the goods with the benefit of the manufacturers or publishers warranty unless otherwise stated. Failure by the customer to settle accounts for goods supplied will render the warranty null and void.

ITPLUS will not accept returned goods unless a return has been agreed in advance and the goods received are in stock condition, original packaging and clearly marked with the RMA (Returns Material Authorisation) number issued by ITPLUS. All returned goods should be accompanied with a full description of fault.

All returns issued with an RMA number must be received within five working days of issue; otherwise the number will be invalidated. Unless otherwise notified, all returns will be processed within ten working days of receipt of the items. Any returns require prior approval from ITPLUS Communications Ltd and may incur a restocking fee of up to 20%.

The customer shall be responsible for the cost of carriage and insurance in respect of all goods returned by the customer to ITPLUS for repair or replacement, unless otherwise agreed in writing. ITPLUS reserves the right to levy a surcharge of up to 15% of invoice value in the event of returned goods being found to be in working order in accordance with the specification of the order.

The warranty shall not cover any defect caused:

a. by wear and tear

b. in whole or in part by the negligence of the customer or a user

c. by improper or unauthorised use of the products including any attempt to carry out repairs or modifications to the product

d. by causes external to the products

The above warranty is given by ITPLUS subject to the following conditions, whereby ITPLUS will accept liability for the defective goods only to the extent that the company is entitled to make a claim under the manufacturers or publishers warranty, and obtain a refund, credit, repair or replacement in respect of the defective goods.

ITPLUS INTERNAL USE		
Received by:	**Client Signature:**	**Please return signed and completed form to RMA@itplus.co.nz**
Date:	**Name:**	
	Date:	