



# TOPSTAR COMPUTERS INTERNATIONAL PTY LTD

UNIT 12-13, 104 FERNTREE GULLY RD, OAKLEIGH, VIC 3166

TEL: (03) 9548 8044

FAX: (03) 9543 2054

RA NO:

## RETURN AUTHORIZATION FORM

### RA PROCEDURE

**Important!** *For system, Can we format your Hard Drive?* \_\_\_\_\_ *\*Password* \_\_\_\_\_

- PLEASE OBTAIN 'RA NUMBER' BEFORE RETURNING GOODS. GOODS RETURNED WITHOUT 'RA NUMBER' WILL BE PUT UNDER LOWEST PRIORITY.
- IN ORDER TO HELP SPEED UP WARRANTY, PLEASE TRY TO GIVE A PRECISE FAULT DESCRIPTION.
- USING THE WORD 'FAULTY' OR 'DEAD' MEANS MORE TIME NEEDED FOR TESTING, HENCE LONGER WARRANTY TIME.
- PLEASE DO NOT SEND CABLES, MANUALS OR DISKS AS THEY MIGHT GET LOST AND TOPSTAR WILL NOT BE HELD RESPONSIBLE FOR THEM.
- PLEASE PRINT 'RA NO' ON THE OUTSIDE OF CARTON WHEN SENDING GOODS BACK.
- TOPSTAR is NOT responsible for any data loss caused by the replacement of any components.**  
*CUSTOMER shall ensure that all relevant important data is backed up prior to delivery .*
- All Dead On Arrival (DOA) products are returned on exchange basis and must be in original packaging with all standard contents.
- RA number is only valid for 14 days and credit RA is 7 days.*

\* I understand and accept the conditions of return: Customer's Signature \_\_\_\_\_ (No RMA number will be issued without customer's signature)

COMPANY	ACC#	TEL	FAX
CONTACT		EMAIL	
ADDRESS			

NO	PRODUCT NAME	FAULT DESCRIPTION	SERIAL NUMBER	INVOICE NO
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				