



Topstar Computer International P/L  
 Unit 12, 104 Ferntree Gully Road  
 Oakleigh, VIC 3166 warranty@topstar.com.au  
 TEL: (03) 8545 8488 FAX: (03) 9543 2054

RA No. \_\_\_\_\_

Date Issue \_\_\_/\_\_\_/\_\_\_

## RETURN AUTHORIZATION FORM

Customer Name / Address	Reason for Return: <i>Please tick box below.</i>
Phone _____ Fax _____	<input type="checkbox"/> Warranty Repair <input type="checkbox"/> Apply for Credit <input type="checkbox"/> Charge Repair <input type="checkbox"/> Duplicate Order <input type="checkbox"/> Defective/Replace <input type="checkbox"/> Dead on Arrival <input type="checkbox"/> For Testing <input type="checkbox"/> Other

**Disclaimer:**

•Topstar machines comes with 24 month Return to Base warranty unless stated otherwise. •Goods for credit claims should be returned within 14 days from date of RA being issued. •Products returned for credit may incur a 15% restocking fee. •Topstar has no liability for any form of damage or loss to the item returned. •Topstar bares no responsibility for any loss of data during service and the customer must ensure that important data is backed up prior to service. •Topstar is entitled to act on instructions received from client relating to username, password and security of stored data and client will assume all risk associated in doing so. Opened software will not be accepted.

Agreement: I have fully read and understand the above conditions and policy of Topstar Computer International.

Customer Signature: \_\_\_\_\_

Email Address: \_\_\_\_\_

Date / /

Item	Product Description ( <i>brand, model, type of unit or component</i> )	Serial Number	Invoice No & Date ( <i>Required</i> )	Fault Description ( <i>as detailed as possible</i> )
1				
2				
3				
4				
5				

Please write further comment below:

Issued by ( <i>Office Use Only</i> )	Remark	Charges ( <i>if applicable</i> )
		\$

**RA Return Procedure and Policy:**

•Customer must request a "Return Authorization Number" by faxing or emailing this completed form before any goods can be returned for repair or credit. •A copy of this RA form with the RA number must be attached to the goods and RA number noted on the outside of the box. •Goods returned without an RA number may delay processing. •Goods must be properly packed as anything damaged in transit will not be processed or accepted. •Topstar has the right to reject any goods returned for credit that are not in original packaging or are incomplete. •Warranty is void if any product has been modified, damaged, mishandled or interfered with by unauthorized personnel. •Customers must arrange courier to ship the goods to Topstar (Topstar to return). •Any DOA products are required to be returned in full package and subject to management approval. •Out of warranty repair of goods will incur relevant charges.