

Return Merchandise Authorisation (RMA)

<p style="text-align: center;">Return Procedures</p> <p>Items may be returned by following these steps:</p> <ol style="list-style-type: none"> 1. Contact Customer Service at +61 3 9796 3055 to obtain an RMA Form. 2. Fill out the RMA Form in its entirety. 3. Submit the completed RMA Form to: sales@industrialallaser.com.au 4. Receive the approved RMA Form with the RMA Number from Customer Service. 5. Pack the authorised items per shipping instructions listed below. Be sure to place the RMA Form in the box with the item(s) being returned. 6. Ship the authorised items within 7 days of the date that the RMA Number was issued. We encourage you to insure your shipment to cover loss or damage incurred in transit. 7. Allow 3 weeks for the shipping and processing. 	<p style="text-align: right;"><i>Please print legibly</i></p> <p>Customer Name: _____</p> <hr/> <p>Address: _____</p> <p>City: _____</p> <p>State: _____</p> <p>Post Code: _____</p> <p>Email: _____</p> <p>Phone: _____</p> <p>I request authorization to return the item(s) listed below for: <i>Please check applicable box.</i></p> <p>A replacement <input type="checkbox"/></p> <p>A refund <input type="checkbox"/></p> <p>Repair <input type="checkbox"/></p> <p>Customer Signature: _____</p> <p>Date: _____</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p style="text-align: center;"><i>(This box to be completed by Customer Service)</i></p> <p>RMA # _____</p> <p>Date Issued _____</p> <p>By _____</p> </div>																										
<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #e0e0e0;"> <th style="width: 10%;">Qty</th> <th style="width: 10%;">Part#</th> <th style="width: 20%;">Description</th> <th style="width: 20%;">Reason for Return</th> <th style="width: 10%;">Serial#</th> <th style="width: 10%;">Order#</th> <th style="width: 10%;">Order Date</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>							Qty	Part#	Description	Reason for Return	Serial#	Order#	Order Date														
Qty	Part#	Description	Reason for Return	Serial#	Order#	Order Date																					

Shipping Instructions

1. The bottom of this form contains the shipping address. Please use this to affix to the box(es).
2. Mark the outside of the box(es) with the RMA number and use the original packing materials, pack the product with all accessories and papers. Enclose the RMA Form in the box.
3. Ship only the items that have been authorized to be returned.
4. Ship returned items to:

Industrial Laser Solutions
ATTN: Sales
Factory 8, 17-23 Keppel Drive
Hallam VIC 3803

Shipments without an RMA Number will be treated as abandoned property and will not be processed.

Sample Address Label with RMA Number

Laser Cutting Pty Ltd
987 Laser Way
Brisbane QLD 3001

RMA No. JN12345

**Industrial Laser Solutions
ATTN: Sales
Factory 8, 17-23 Keppel Drive
Hallam VIC 3803**

You must ship the authorized return within 7 days of the date that the RMA Number was issued.

We encourage you to insure your shipping to cover for any loss or damage during shipping. We accept no responsibility for damages insured or shipments lost in transit.