

Return Merchandise Authorisation Form

We understand that mistakes can happen, especially in a technical industry. To submit a Return Authorisation Request, please complete the below form. Returns, refunds and repairs cannot be completed unless this form is filled out and included with the goods being returned.

Full Name

Order #

Phone

Email:

Shipping Address

Product & Return Information

- Products damaged or lost in transit will not be refunded.
- Goods purchased with free shipping will incur 20% Return Fee if goods have no fault (i.e. incorrect purchase)
- Goods purchased with paid shipping do not incur Return Fee, but shipping fee is non refundable.
- Warranty on products cover failure due to manufacturer fault. Failure due to rain, excessive humidity, physical damage, fading, corrosive environments or other contaminants are not covered under warranty.
- Goods returned with cosmetic defects or defaced are non-refundable
- Goods must be returned with all original packaging material, manuals, batteries, components and other included accessories. Goods returned with missing parts are non refundable
- Goods being returned for warranty assessment is at cost of the customer. National Garage will then refund the cost of postage (within reason, receipt required) if goods are determined to have failed due to a warranty covered fault.

Date of Purchase

Return Reason: Purchased Incorrect Item Received Wrong Item Incompatible

Other:

Signature: _____

By signing this RMA form, I agree to the terms and conditions set forth on this form

Return Address:
National Garage, 132 Fallon Street, North Albury NSW 2640