

Return Merchandise Authorisation Form

To submit a Return Merchandise Authorization (RMA) request, please complete the following form. Returns, refunds and repairs cannot be completed unless this form is filled out and accompanied with the return items.

Full Name:	
Order Number:	
Phone:	Email:
Original Shipping Address:	

Where to return the items?

Please ship the items to the address below. We highly recommend all return items are sent with tracked shipping to prevent the post article from being lost.

Name: National Garage Returns Dept
Return Address: PO Box 5196, North Albury, NSW 2640

Product Information

Date of Purchase:			
Reason for Return:			
Not compatible	Purchased incorrect item	Not what I expected	Other reason:

Product Returns for “Warranty” Determination

National Garage will test the product according to the description of the problem listed above. We strive to process all returned products as quickly as possible. All returning products are shipped at the buyers (your) cost, which will be reimbursed (within reason) if the product is found to be faulty due to a warrantable reason. If a returned product is found to be faulty and is not covered under warranty, we will either dispose of or return the product at your cost. Please ensure this form is accompanied with the returned items as failure to do so will risk the return being not identifiable and remain unprocessed.

No Warranty Credits or Returns for:

- Returned items that failed due to an accident, purchaser's abuse, neglect or failure to operate in accordance with instructions provided in the owner's manual(s) supplied.
- Returned items that failed due to incorrect voltage or improper wiring.
- Returned items that failed due to rain, excessive humidity, corrosive environments or other contaminants.
- Any item damaged or lost in shipment. We recommend using a tracked post service.
- Any product failure caused by installing or operating product under conditions not in accordance with installation and operation guidelines or damaged by contact with tools or surroundings.
- Returned items with cosmetic defects that do not interfere with product functionality.
- Returned items that are incomplete or defaced.

All returned items must be in their original box or packaging and must include all packing material, manuals, batteries, components, and accessories. **Returns are strictly limited to 60 days from date of purchase and must be received by National Garage within this time frame.**

Signature:

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