

RA / DOA REQUEST FORM

Please complete and fax to **02-8745 8495** (RA Division) with the proof of purchase to obtain RA Number.

97 Derby Street Silverwater NSW 2128

Phone: 61-2-8745 8425 (RA No. Inquire)

61-2-8745 8428 (other inquires)

61-2-8745 8426

Company Name: _____ Contact Name: _____ Date: _____ Phone: () _____

Customer code: _____ Customer address: _____ Email _____ Fax _____

ITEM	CODE	PART #	Model & Description	Serial No.	QTY	FAILURE DESCRIPTION	Must provide Invoice Number
1							
2							
3							
4							
5							
6							

CODE: **DOA** (Dead On Arrival) – For brand new goods claim. DOA faulty items claim **within** 7 days from our original invoice.

RA (Return Authorization) - Warranty repair/ replacement service claims after 7 days from our original invoice.

Warranty Service Terms & Conditions: (valid from 1 July 2002)

- Bluechip Infotech Pty. Ltd. (BCIT) will replace/ repair goods that are returned faulty under warranty. However under **no** circumstances will we accept any goods that are damaged due to **transit** or **misuse**, and BCIT reserves the right to reject any goods damaged in transit. A "Service Quote/Charge" form will be issued if it becomes a None-Warranty issue.
- DOA** claim items **must** show invoice number and must be returned in **original** complete package, including accessories, manuals and packing materials. Any goods that are returned without all accessories will incur a charge, as per the Vendors terms, and this will be deducted from the Credit issued. In the case of no fault found, the Vendor will either return the item to the customer or will charge a re-stocking fee and this will be deducted from the credit issued. **RA** claim items **must** be returned and received by BCIT before the warranty date is expired. All goods must be returned within 7 days of issue of the DOA/ RA reference number.
- Warranties are to be returned to BCIT at the customer's expense and must be accompanied by a packing list (For multiple goods, a copy of completed & signed RA Form, a copy of the proof of purchase and mark clearly the RA number on the outside Box. All the returned goods must be delivered in Anti-static bags & protected by suitable packaging. Failure to do so will cause the goods to be sent back to the customer at the customer's expense without been repaired/ replaced & the warranty may be voided.
- Warranty replacement items will not be issued until the faulty unit has been returned to us. Delays can be expected on replacements if a stock item is not available at the time of return.
- Warranty service does **not** cover any software/ firmware setting problem and any problem caused by any part that was not purchased from BCIT, if a client requires, **an \$80.00/** per-hour service fee will be applied to the repair of the item.
- A Labor fee of **A\$80.00/**per-hour + Parts (Min. **A\$40.00**) unless still under warranty, and/or a standard fee of **A\$15.00** (per item)/ **and \$80.00** (per system) applies on all hardware tested by BCIT which are found to be not faulty.
- BCIT will not be responsible for any lost information (such as Lost Data in the HDD, etc) caused during the time of service. BCIT will cover the one-way freight to our direct customer under Warranty, but will not be responsible for any loss or damages incurred during the transportation.

I, _____, acknowledge that I have read the above terms and conditions, and hereby give Bluechip Infotech Pty Ltd A.C.N. 076 483 808 A.B.N. 32 076 483 808 the authority to conduct a service of my equipment in accordance with them.

Customer Signature X _____ Date / /