

Request for Return Authority Number

To: Digital World Warehouse Returns Department
Delivery Address: 2 Brompton St, Marrickville, NSW 2204
E-mail: returns@dww.net.au
Phone Number: (02) 9564 6900
Fax Number: (02) 8580 4705

Company Name: _____ **Account Number:** _____
Contact Name: _____ **Phone Number:** _____
Customer Ref Number: _____ **Fax Number:** _____
Delivery Address: _____

DWW Invoice Number	DWW Product Code	Qty	Serial Number(s)	Reason for Return/Fault Details	RA Number/Rejection Reason

Digital World Warehouse Returns Terms and Conditions:

- Customer must return the product (s) to Digital World Warehouse with the Digital World Warehouse RA number clearly written on the outside of the shipping carton(s).
- All products must be returned in complete set with original packaging, while all No Fault products must be returned in a pristine and unopened condition with all seals intact.
- All returned products must be received by Digital World Warehouse's warehouse within 7 days after RA number is issued. Digital World Warehouse will not accept the responsibility for any damage or loss incurred on the freight of returned products.
- Customer must obtain valid RA number (s) authorised by Digital World Warehouse RA team for all returned product (s). If the RA number can not be identified, or if the Product does not match the RA details provided by the customer, Digital World Warehouse may reject the returned product at the Digital World Warehouse RA dock and return it to the Customer at the Customer's expense.
- For all returned products, customer must maintain a copy of the proof of delivery or consignment information to confirm delivery in case of future queries.
- Under Vendor's instructions, Digital World Warehouse will credit, replace or repair for the returns of faulty products, however, replacement or repair (handled by Vendor) returns may result in the delays due to vendor lead time, also depending on Vendor policy and Digital World Warehouse stock availability. Any physical damage incurred on the faulty product due to misuse of the product will void the warranty and is the Customer's responsibility.
- If the faulty product is returned to Digital World Warehouse but no fault is found after testing by the Vendor, then the Customer is responsible for any no fault found charges from Vendor.

Terms & conditions are subject to change without notice. I understand and accept the conditions of return:

Customer's Signature: _____ **Date:** _____ Updated: February 2009