



# Return Merchandise Authorisation Form (RMA)

In order to submit a Return Merchandise Authorisation (RMA) request please complete all information and provide all supporting documents outlined in checklist (**Section C**). Return the completed form (**with required photos attached**) to [rma@zylux.com.au](mailto:rma@zylux.com.au). You will be notified with an RMA number if your return request has been approved.

## **Section A**

*To be entered once RMA # is provided by Zylux*

Date:		RMA #	
Full Name:			
Store Name (if Applicable):			
Street Address:			
City:	State:	Post Code:	
Phone:		Email:	
Return Freight Address (if different to above):			

## **Section B**

### **Product Information**

Please State Return Type: <input type="checkbox"/> Warranty <input type="checkbox"/> Out of Warranty Repair	
Model Number:	Serial Number:
Place of Purchase:	Date of Purchase:
Reason for Return or Description of Problem:	
Accessories being returned with item:	

## **Section C**

### **Final Customer Check List**

- Have you included your **proof of purchase**? *(not required for out of warranty repair)*
- Have you included a **photo of the product**? *(not required for out of warranty repair)*
- Have you included a **photo of the serial number**? *(not required for out of warranty repair)*
- Have you included a **photo of all the accessories**? *(not required for out of warranty repair)*

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**By signing the RMA form, I agree to the terms and conditions set forth on this form and on the reverse side of the page**

#### **OFFICE USE ONLY**

RMA Number:	Authorised by:	Approval Date:
<input type="checkbox"/> Warranty	<input type="checkbox"/> Non-Warranty	<input type="checkbox"/> Unknown
<input type="checkbox"/> Section A	<input type="checkbox"/> Section B	<input type="checkbox"/> Section C

**AFTER AN RMA IS GRANTED PLEASE ENCLOSE THIS DOCUMENT WITHIN THE RETURN.**

**RETURN ADDRESS: ZYLUX (RMA) 166 CHRISTMAS STREET, FAIRFIELD, VIC. 3078**



## Product Returns for “Warranty” Determination

Zylux Distribution will test the product according to the description of the problem listed on Page 1 of the RMA request form. After Zylux Distribution's evaluation, Warranty or Out-of-Warranty status will be determined. If the description of the problem is the same as listed on the RMA request form on Page 1, the product will be repaired under warranty at no charge and shipped, prepaid, back to the customer. If the description of the problem is different from the problem listed on Page 1 of the RMA request form, or damaged from delivery, we will contact the customer. If the product has no identifiable problem we reserve the right to charge for testing and return delivery. Warranty repairs or replacements do not extend the original warranty period.

## GENERAL EXCLUSIONS AND LIMITATIONS

1.1 - The benefits given to you in Zylux Distribution's Warranty are in addition to other rights and remedies you have under the Australian Consumer Law in relation to the products to which Zylux Distribution's Warranty relates.

1.2 - Subject to section 1.1 and the terms below, as your Standard Warranty, Zylux Distribution agrees to repair or replace at Zylux Distribution's cost and any Zylux Distribution accessory supplied with the product, purchased by you in Australia from a Zylux Distribution Authorised Dealer when the product does not perform in accordance with the manufacturer's specifications during the Warranty Term specified for the product commencing from the date of purchase.

1.3 - To make a claim under the Standard Warranty you will need to:

(a) Contact Zylux Distribution to register your claim and provide the details to enable Zylux to assess the claim.

(b) Provide or make the product available to Zylux. If you are required to return the product to Zylux Distribution, Zylux will provide details of any necessary arrangements.

(c) Please note, you will need to submit proof of purchase (e.g. bill of sale, invoice or purchase receipt) with your claim.

1.4 - Products presented for repair may be replaced by refurbished products of the same type rather than being repaired. Replacement of the product or a part does not extend or restart the Warranty Term.

1.5 - The product will be at the owner's risk whilst in transit to and from the Zylux Distribution Authorised Service Centre, unless transported by Zylux Distribution or its Authorised representatives.

1.6 - Zylux Distribution may seek reimbursement of any costs incurred by them when the product is found to be in good working order.

## GENERAL EXCLUSIONS AND LIMITATIONS

2 - To the full extent permitted by law, but subject always to 1.1, the Warranty will not apply:

2.1 - If the product has not been installed, operated, maintained or used in accordance with the manufacturer's instructions or specifications provided with the product.

2.2 - If the factory applied serial number or warranty label has been altered or removed from the product.

2.3 - To damage, malfunction or failure resulting from alterations, accident, misuse, abuse, fire, liquid spillage, mis-adjustment of customer controls, use on an incorrect voltage, power surges and dips, thunderstorm activity, acts of God, voltage supply problems, tampering or unauthorised repairs by any persons, use of defective or incompatible accessories, exposure to abnormally corrosive conditions or entry by any insect, vermin or foreign object in the product.

2.4 - To damage arising during transportation, installation or while moving the product, or to any transportation costs of the product or any parts thereof to and from the owner, unless otherwise specified in these warranty terms.

2.5 - To any failure, to the extent that the failure is not a failure of the product to perform in accordance with its specifications.

2.6 - To replacement or repair of any (1) consumables (including batteries and cables), or (2) lost parts or accessories.

2.7 - To service of any product whilst it is outside Australia.

3.0 - Zylux Distribution will not be liable for any loss, damage or alterations to (1) third party hardware or software; or (2) programs, data or information stored on any media or any part of the product, no matter how occurring; or for any loss or damage arising from loss of use, loss of profits or revenue, or for any resulting indirect or consequential loss or damage.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## NON VALID WARRANTY CLAIMS

All products that ARE NOT a valid warranty claim will be subject to Zylux Service fees and charged as outlined below:

Minimum Service Charge for repairing Non-Warranty Claims - \$44 including G.S.T + Return Freight Charge

Non Warranty Labour Charge - \$88 per hour including G.S.T plus return freight charge

\*Metro Return Freight Charge \$20 + GST (\*If Applicable).

Please Note: If the return address is deemed outside of a metro area additional freight charges may be applied.

Please take care to package your return carefully. Zylux is not responsible for damage or a lost product(s) caused by shipping. Any damage or subsequent failure of the hardware product related to inappropriate packaging will result in additional charges for the repair of the product.