

Goods Return Authorisation Form (rev6)

RETURN ADDRESS:
Pacific Sensor Technologies, Attn: Service, 4/3 Neutron Place Rowville, Victoria, 3178 Australia
IMPORTANT:

The Customer must obtain a Goods Return Authorisation (GRA) from the Company prior to returning any Goods for any reason including warranty claims, service and repair. Any Goods returned for credit must have prior authorisation in writing and must be received by PST within 14 days of the original invoice date or ship date whichever is later, and must be undamaged and in original undamaged packaging. Goods returned failing to meet these criteria and/or not accompanied by a completed GRA, will be returned to the Customer at the Customer's expense. Certain items (including software, books and batteries) are excluded from this right of return and may not be returned under any circumstances.

Please note that the warranty does not apply for damage or malfunction due to improper use and care of products. Before returning please check the condition of batteries and electrodes etc. If in doubt, please call the service department on 03 9763 2228. Consumables such as batteries and certain probes are not covered by the warranty unless specifically stated in the invoice. Goods may not be returned for "change of mind"

An inspection/testing fee of \$90.00 + GST plus return shipping charges may apply if NO FAULT IS FOUND on returned products for service. Additional repair charges apply for products out of warranty.

*** Mandatory Fields**

Date Returned*		Invoice Number*	
Date Purchased*		Reason for Return*	

Sender details

Company*			
Contact*			
Address*			
Phone*		Email	

Product details

Model Number*	
Serial Number*	
Product description	
If faulty, detailed fault description*: Please attach additional sheets if required	

Summary of Lab Report (For PST Laboratory Use Only)

Received Date:

Comments:

Tested By:

Date Returned:

Order Fax: 1300 884 187
Online: www.pacificsensortech.com.au