



# RETURN AUTHORISATION REQUEST FORM

## For General Warranty Returns and DOA.

Laser Corporation Holdings Pty Ltd  
 Unit 1, 6-8 Byfield street, North Ryde, NSW 2113

Tel: +61 2 9870 3388 Fax: +61 2 9870 3340 Email: [support@laserco.com.au](mailto:support@laserco.com.au)

This form can also be completed online at [http://laserco.com.au/rar\\_form/index.html](http://laserco.com.au/rar_form/index.html)

<b>Return Authority Number</b>  .....
---

Complete the following sections and fax to **LASER** on 02 9870 3340 for an RA number before sending back the goods. All returns are to be sent in appropriate packaging with the RA number clearly marked on the outside of the packaging. A copy of the RA form should also be included with goods.

**Name/Company:**..... **TEL:**..... **FAX:**.....  
**Address:**..... **State:**..... **Post code:**.....  
**Contact Person:**..... **Email:**..... **REFERENCE NUMBER:**.....

Laser product code or Description	QTY	Fault description	Laser Invoice Number	Serial Number (If Available)

**IMPORTANT PLEASE READ**

**General Warranty return policy**

- The invoice number must be provided or a copy of the invoice attached if the goods are not purchased directly from LASER.
- Goods including floppy discs, CD & DVD media will be accepted for credit **ONLY** within 7 days of invoice date provided they are returned complete, in unopened packaging. There will be a service charge of \$30 or 10% of the invoice cost (which ever is greater) for each return.
- CD & DVD media can only be replaced if physically defective.
- DOA (Dead on Arrival) claims must be made within 14 days of purchase and have all packaging, accessories, manuals and software.
- Goods damaged in transit will not be accepted for credit or warranty returns.
- A service fee of \$40 may be charged if the product is returned from the manufacturer or Laser as **No Fault Found**.  
 The **Customer** must pre-pay all freight charges for goods being returned.

**Office Use Only**

**ARN**.....

**Date**.....

**Signed**.....

I agree that Laser is not legally liable for any data loss from Systems / products during warranty repairs and I also understand the issuing of an RA number in no way obligates Laser to credit the goods.

Signed:..... Print Name:..... Date..... No RA number will be issued without signature.