

# WARRANTY / GOODS RETURN AUTHORISATION REQUEST FORM

RESELLER/ SERVICE AGENT INFORMATION						
Customer				Contact		
Phone Number				Email		
Address						
City			State		Postcode	
Ship to	Customer	<input type="radio"/>				

RETURN INFORMATION			
Reason for Return, or Problem(s) with Product			
How will the product(s) be returned to Edson Global?	Australia Post <input type="radio"/>	Courier <input type="radio"/>	Other: _____

RETURN REQUEST ONLY	RETURNED PRODUCT INFORMATION				
	Invoice Number	Date	Qty	Part Number	Description

WARRANTY REQUEST ONLY	WARRANTY INFORMATION						
	Consumer Name			Date Installed		Date Served	
	Model Number			Serial Number		Date of Manufacture	
	Address						
	City			State		Postcode	
	Diagnosis, Solutions or Results						
	Parts Used for Repair	Qty	Part Number	Description			
Labour Requested?	Yes	<input type="radio"/>	No	<input type="radio"/>	Labour Amount Per Schedule (\$)		
			Do you have prior Labour Authorisation?	Yes	<input type="radio"/>	No	<input type="radio"/>
			Who Authorised it?				

WHAT NOW?
After submitting this form, if approved Edson Global will send this form back to dealer with a Return Authorisation Number issued... if no Approval is given the Form will be returned without a Return Authorisation Number.

EDSON GLOBAL USE ONLY	
Authorisation Issue Date	
Return Authorisation Number	<b>RA</b>
Replacement Part Order Number	
Warranty Credit Memo Number	

Returns WILL NOT be accepted if they are: a special order item, a non-stock item, not in original packaging, not in new condition or out of warranty. Warranty part(s) found not to be defective will be returned back to the dealer at the dealer's expense. Returned Product(s) are subject to a minimum 25% restocking fee subject to condition of the goods upon return. Any item(s) purchase over 30 days ago will be at the discretion of Edson Global Management. Product (s) must be received within 21 days from the Return Authorisation issue date

[Submit Form Online](#)