

Date / / Peacock Bros Acct No (if known)

Customer Contact Name

Telephone Fax Number

R/A No. will only be issued upon the receipt of this completed form.

- Please complete all sections of this form and fax to Peacock Bros. Pty Ltd on +613 9563 1977 or Email: CS@peacocks.com.au so we can issue you with a return authority number.
- When you receive the R/A number, attach a copy of the completed form to the outside of the box containing the returned goods otherwise goods will not be accepted.
- Send the item to the branch you have purchased it from originally.
- Freight for returned goods is at the expense of the customer or reseller.
- Before a credit is approved for any returned goods that are “deemed” faulty, a verifying process is undertaken by Peacock Bros. Pty Ltd and its vendors.
- The duration of this processing period is determined by the vendors return policies.

Product Code	QTY	Invoice #	Explanation of return in detail	RA #

Terms & Conditions

- Goods deemed by Peacock Bros. Pty Ltd to be DOA faulty will only be credited and not replaced.
- All claims and return authority requests must be made **within 7 working days of the receipt of goods.**
- Copy of the original invoice must be attached to the Return Authority Request Form.
- Label/Print samples must be provided for faulty goods so they can be processed accordingly. Processing of these returns will be delayed if print sample (where applicable) are not provided.
- The customer or reseller is required to pre-assess returns for genuine faulty claims prior to return.
- **A 15% restocking fee applies** for all goods returned that are ordered incorrectly by the customer and that are not faulty. This fee shall be deducted from any payment already made for product or will be invoiced to credit accounts already in place.
- The customer or reseller is responsible for the cost of freight and insurance on goods returned. Resellers are required to provide original proof of delivery upon request.
- Goods returned must be in original condition and with the undamaged & complete packaging otherwise credits will not be issued.
- Any product deemed to be modified in any way will not be accepted.
- Registered R/A numbers will only be applicable for 15 working days. Items not returned within the 15 working days will not be accepted.

I have read and agree to the Terms and Conditions above.

_____		_____		_____	
Name		Signature		Date	
Head Office 11-13 Stamford Road, Oakleigh VIC 3166 Tel: +613 9567 1900 Fax: +613 9563 1977	NSW Branch Unit 3, 170 Power Street, Glendenning NSW 2761 Tel: +612 8603 4800 Fax: +612 9721 0999	QLD Branch 22A1, Building 22, Garden City Office Park 2404 Logan Road, Eight Mile Plains QLD 4113 Tel: +617 3875 9900 Fax: +617 3277 7942	WA Branch Unit 8, 28 Belmont Avenue, Rivervale WA 6103 Tel: +618 9475 3700 Fax: +618 9277 2938	SA Branch Unit 1/3 Clementina Drive, Port Adelaide SA 5015 Tel: +618 8468 8800 Fax: +618 8240 4453	NZ Branch 25B Birmingham Road, East Tamaki, Auckland NZ Tel: +649 273 4455 Fax: +649 274 0952