

# RETURN AUTHORISATION FORM (RETURN WITHIN 7 DAYS)

<b>Date:</b>	<b>Return Authorisation Number:</b>	<b>Account Number:</b>
<b>Account Name:</b>		
<b>Phone: (Include area code)</b>		
<b>Fax: (Include area code)</b>		
<b>Email:</b>		
<b>Company Name:</b> (Collected from)		
<b>Address: (Collected from)</b>		
<b>Phone: (Include area code)</b>		
<b>Contact Name:</b>		

**(MUST PROVIDE A PRINT SAMPLE)**

Reply to [returns@tonerwarehouse.com.au](mailto:returns@tonerwarehouse.com.au)

Invoice Number	Part Number	Quantity	Print-Rite Batch No. (If applicable)	Return Reason ("Faulty" is unacceptable)	Printer Model Detail	Print Sample OR Tech Report

**Return Authorisation Terms and Conditions**

**Non Faulty Stock:**

Goods correctly supplied by Toner Warehouse and returned for credit will incur a 10% re-stocking fee. Credited items must fit the following criteria:

- o Freight paid by customer.
- o Unopened & in original packaging & in a re-saleable condition without any markings. Please do not write on or tape over the box. All stock that has markings will be automatically declined.**
- o Return Authorisation Form request must be made within 45 days from date of invoice.
- o All unwanted/no longer required stock must be made aware to Toner Warehouse within 45 days from date of invoice.
- o Goods incorrectly supplied by Toner Warehouse will be collected and credited once returned to our warehouse.

**Faulty Genuine Stock:**

All faulty items returned to Toner Warehouse will be subject to the terms of the original equipment manufacturer.

**Manufacturers require the following supporting documentation:**

- o MUST have a clear and accurate fault description. ("Does Not Work" or "Faulty" is not acceptable.)
- o When making a claim for empty cartridges, a page count is required.
- o A print sample must be provided for the following fault reasons:  
 → Faint print → Lines marks or blotches on page → Poor print or colour quality → Does not print all colours
- o Return of faulty stock to be arranged and paid for by the customer.
- o Goods returned to our warehouse & rejected by our Returns Department will be returned to the customer & will incur a \$7.00 Return Delivery Fee.

All goods except Fuji Xerox, OKI and Konica Minolta (printer consumables) must be returned to Toner Warehouse for assessment and testing within 3 months from date of invoice.

If the fault is a printing problem a **print sample MUST be supplied** for a credit to be completed, if a print sample cannot be supplied, you will not receive a credit. The below items need to be directed to the manufacturers . details are listed below.

**OKI:** Customers must contact the OKI Customer Service Satisfaction Centre on 1800 807 472 and follow the voice prompts to the Technical Support Department. If OKI deems the customers claim to be substantial then the customer will be directed to forward the faulty item to their nearest OKI representative for testing. If the item is faulty OKI will issue replacement stock.

**Konica Minolta:** For Konica Minolta printer consumables (PagePro Magicolor etc.) you will need to refer your customers Konica Minolta. You can reach the support line on 1800 456 999. Konica Minolta copier consumables (Bizhub etc.) may be returned to Toner Warehouse.

**Fuji Xerox:** Our policy is that when a fault is identified, Fuji Xerox will ship a no cost replacement directly to the customer. For resellers or end users with faulty products please direct them to Tech Support via email at [support.aus@fujiixerox.com](mailto:support.aus@fujiixerox.com) or 1800 811 177.

**ALL FAULTY GENUINE AND NON PRINT-RITE COMPATIBLE ITEMS MUST HAVE ONE OF THE FOLLOWING:**

- PRINT SAMPLE
- TECHNICIANS REPORT

**Print-Rite & White Box Stock**

**Print-Rite:** We will only offer a credit for Print-Rite 6 months after date of invoice.

For faulty Print-Rite, White Box compatible remanufactured laser toners and inks we require the batch number on the cartridge to be supplied. For poor print faults a print sample will need to be supplied. The toner may also be required to be returned for inspection.

**All goods returned to Toner Warehouse that were not purchased from Toner Warehouse will automatically be rejected. These goods will incur all collection and return freight costs.**