

# RETURN MATERIAL AUTHORISATION POLICY

*Note: This policy is strictly between Fujitsu and its Distributors. Consumer purchasers and resellers will have to contact their local reseller and distributor respectively.*

## Terms and Conditions:

1. **Return for Credit**
2. **Replacement/Repair**
3. **Returns Procedure**
4. **Replacement Request**

### #1 - Return for Credit

A Return for Credit will only be authorised under the following conditions:

- The request is submitted within 14 days from shipping date.
- The RA number is valid for 14 days. If the product(s) are not received by Fujitsu Australia within 14 days of authorisation then the RA will be cancelled.
- The product(s) are unused, in original packaging, complete with full accessories and manuals and in resalable condition.
- Failure to return any item or component in original condition will result in non-issuance of credit.
- Licenses & Maintenance Contracts are subject to Vendor approval and will only be authorised for Credit upon this approval being granted.

### Restocking Fee

- All authorised Return for Credit may incur a restocking fee, unless the reason for credit is a result of Fujitsu Australia error.
- Product(s) returned due to customer error or changes are subject to a 15% restocking fee.
- Product(s) that cannot be resold in current packaging are subject to a 15% restocking fee.

### Credit Notes

- The amount credited will be the original sale price as invoiced, less any restocking fees.
- Credit will not be issued for material(s) determined to be defective or covered under Fujitsu's standard warranty policy after a full inspection of all returned material(s). Modifications made to the product(s) using unofficial Fujitsu product(s) will void any warranty.
- No deductions can be taken prior to issuance of credit.

### #2 - Replacement / Repair

When product(s) are found to be defective out of the box or "dead on arrival", or within the warranty period, the customer will follow the support procedures in the warranty certificate provided.

### #3 - Returns Procedure

- Product(s) returned must be accompanied and clearly identify the Return Material Authorisation Number on the outside of the package.
- Product(s) returned without authorisation will be at the distributor's cost.
- Once the RMA request has been approved, the product(s) must return to Fujitsu Australia within fourteen (14) days.
- All return freight to Fujitsu Australia is the responsibility and cost of the distributor.
- Fujitsu Australia accepts no responsibility for loss or damage incurred in transit. The product(s) will not be considered returned, unless a duly authorised Fujitsu Australia representative has issued a signed receipt.
- When the product(s) arrive at the Fujitsu Australia warehouse, it will be checked to ensure that the contents match the RMA that was authorised and if not, the product(s) will be returned at the Distributor's cost.

### #4 - Replacement Requests

- A Purchase Order is required with product(s) replacement requests.
- Please return parts within 14 days of receiving the RMA number. Product(s) should be returned using an issued RMA number. The distributor(s) are responsible for all return shipping costs.

This policy is subject to change without prior notice.

Return Material Authorisation Form is available below.

# RETURN MATERIAL AUTHORISATION FORM

Please fill up information required below. This will be reviewed and you will be contacted within two (2) business days as to the status of your RMA request. Please 'Save' this document and 'Email' it to [fujitsu.direct@au.fujitsu.com](mailto:fujitsu.direct@au.fujitsu.com)

## #1 Order Details:

Request Types:	
HRC	Hardware Return for Credit
SRC	Service/Software Return for Credit

Request Type:	Date of Request:
Purchase Order No:	Date of Purchase Order:

## #2 Contact Details:

Account No:	Company:
Contact Name:	Phone No:
Email Address:	

## #3 Material:

Product Code	Quantity	Unit Price	Invoice No	Delivery Date	Serial No

Reason for Return:

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Additional Information:

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Please 'Save' this document and 'Email' it to [fujitsu.direct@au.fujitsu.com](mailto:fujitsu.direct@au.fujitsu.com)