RA / DOA REQUEST FORM

bluechip

Please complete and email to ra@bluechipit.com.au OR fax to 02-8745 8495 (RA Division) with the proof of purchase to obtain RA Number.

97 Derby Street Silverwater NSW 2128

Phone: 61-2-8745 8425   (RA No. Inquire)

61-2-8745 8428   (Other inquires)

61-2-8745 8426

Company Name: _____   Contact Name: _____   Date: _____

Customer Code: _____   Phone: _____   Fax: _____

Customer Address: _____   Email: _____

ITEM	CODE	PART #	Model & Description	Serial No.	QTY	Failure Description	**MUST PROVIDE** Invoice Number
1							
2							
3							
4							
5							

CODE: **DOA (Dead On Arrival)** – For brand new goods claim. DOA faulty items claim **within** 7 days from our original invoice.

RA (Return Authorization) – Warranty repair/replacement service claims after 7 days from our original invoice.

Warranty Service Terms & Conditions *(Valid from 6th August 2012)*

1. Bluechip Infotech Pty. Ltd. (BCIT) will replace/repair goods that are returned faulty under warranty. However under **no** circumstances will we accept any goods that are damaged due to **transit** or **misuse**, and BCIT reserves the right to reject any goods damaged in transit. A "Service Quote/Charge" form will be issued if it becomes a None-Warranty issue.
2. **DOA** claim items **must** show invoice number and must be returned in **original** complete package, including accessories, manuals and packing materials. Any goods that are returned without all accessories will incur a charge, as per the Vendors terms, and this will be deducted from the Credit issued. In the case of no fault found, the Vendor will either return the item to the customer or will charge a re-stocking fee and this will be deducted from the credit issued. **RA** claim items **must** be returned and received by BCIT before the warranty date is expired. All goods must be returned within 7 days of issue of the DOA/ RA reference number.
3. Warranties are to be returned to BCIT at the customer's expense and must be accompanied by a packing list (For multiple goods, a copy of completed & signed RA Form, a copy of the proof of purchase and mark clearly the RA number on the outside box). All the returned goods must be delivered in anti-static bags and protected by suitable packaging. Failure to do so will cause the goods to be sent back to the customer at the customer's expense without being repaired/replaced and the warranty may be voided.
4. Warranty replacement items will not be issued until the faulty unit has been returned to us. Delays can be expected on replacements if a stock item is not available at the time of return.
5. Warranty service does **not** cover any software/firmware setting problem and any problem caused by any part that was not purchased from BCIT. If a client requires, an **$80.00 per hour** service fee will be applied to the repair of the item.
6. A labour fee of **A$80.00 per hour** + parts (Min. **A$40.00**) unless still under warranty, and/or a standard fee of **A$15.00 (per item)** and **$80.00 (per system)** applies on all hardware tested by BCIT which are found to be not faulty.
7. BCIT will not be responsible for any lost information (such as lost data in the HDD, etc) caused during the time of service. BCIT will cover the one-way freight to our direct customer under Warranty, but will not be responsible for any loss or damages incurred during the transportation.
8. For the speed and efficiency of processing your RA please return the goods to **"RA, 97 Derby St, Silverwater NSW 2128"**. If goods are not returned directly to Bluechip's Sydney branch delays in processing your RA return may occur.

I, _____ , acknowledge that I have read the above terms and conditions, and hereby give Bluechip Infotech Pty Ltd (A.C.N. 076 483 808, A.B.N. 32 076 483 808) the authority to conduct a service of my equipment in accordance with them.

Customer Signature X _____   Date: ____ / ____ / _____

Bluechip Infotech Pty Ltd

Repair Notice

Please be advised that as of July 1st 2011 we are required under Australian Consumer Law to provide you with the following information prior to accepting your product for repair.

1. Loss of Stored Data

The repair of goods capable of retaining *user-generated data* may result in the loss of data stored on those goods.

In this notice, *"user-generated data"* means any data stored on goods including customised programming and data stored on computers, notebooks, monitors, tablets and mobile phones.

2. Use of Refurbished Parts

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

As part of our normal repair process, **we will restore all products to their factory default settings**, and this will result in the loss of all personal data and configurations.

For more details, please visit the ACCC website at http://www.accc.gov.au/content/index.phtml/itemId/996739.

Sydney Office
97 Derby Street
Silverwater NSW 2128
T: 02 8745 8400
F: 02 8745 8499

Melbourne Office
4 Nicole Close
Bayswater VIC 3153
T: 03 8720 9800
F: 03 8720 9899

Brisbane Office
Unit 6, 24 Finsbury Street
Newmarket QLD 4051
T: 07 3421 8400
F: 07 3421 8499

Perth Office
5A, Carbon Court
Osborne Park WA 6017
T: 08 9492 8500
F: 08 9492 8599

Adelaide Office
16A Kensington Road
Rose Park, SA 5067
T: 08 8333 7100
F: 08 8333 7199