



Return Authorisation Request - WARRANTY

Auckland Head Office
 225 Bush Road, Albany
 AUCKLAND
Phone: (09) 415 9002
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Email: returns@cdlnz.com

Christchurch Branch Office
 10b Moncur Place, Middleton
 CHRISTCHURCH
Phone: (03) 338 5520
Fax: (03) 338 3410
Email: chchreturns@cdlnz.com

Account Code	Company Name	Contact Person

Phone:	Fax:
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Email:

Address:

Address:

Invoice Number	Invoice Date	CDL Product Code	Serial Number	Quantity

Please provide a clear and accurate description of fault:

Terms and Conditions for Warranty / Replacement Requests;

Approval for Warranty returns must be requested on the Computer Dynamics LTD Return Authority (RA Form), and subject to conditions;

- Returned to Computer Dynamics LTD within 7 days of RA Approval.
- Goods returned are clearly labeled with RA Number on shipment packaging.
- All parts / accessories to the unit(s) are returned (such as Power Adapters, Cables, Installation CD's)
- Unless otherwise agreed to, returned free to Computer Dynamics LTD.

- When applying for a RMA number, we require a clear and concise fault description.
- The more information we receive about the fault, the easier it is for us to replicate and resolve.
- **If the unit is configurable - such as an IP address, Username and Password, please advise us this information to expedite resolution.**
- We will **NOT** accept descriptions such as "Faulty", "Doesn't work", or "No Go."

The typical turnaround period for RA Testing and Repair is 3 to 5 working days. However this may be longer due to the need For sustained testing or supply of replacement parts or units. If it is foreseen that it will take a period longer than 5 working days, We will advise you of this.

RA Number

Date Issued

Return By