



## **RETURN AUTHORISATION PROCEDURE (FOR FAULTY PRODUCTS ONLY)**

**Please follow the steps outlined below for dispatching Faulty products to Beyond**

- Obtain Return Authorisation form from Beyond.
- Produce a list of the faulty items in relation to the RA number and provide a brief description of the fault.
- Fax form back to Beyond, retain a copy and include list in parcel.
- Beyond will Fax back Form and RA number
- Goods and form received will be assessed for completeness and replacement stock will be dispatched.
- Credit on Faulty goods is only available by prior authorisation or agreement
- Replacement of goods is the default process.
- Return of Faulty goods is the responsibility of and at the expense of sender.
- Purchase receipt, full retail packaging and description of fault must accompany BRANDED PRODUCT eg Blueant, JMB, Ipower, Jabra, Nokia, Motorola, a replacement or credit will not be issued until such time as the organisation has assessed unit and credited or replaced product to Beyond. It is recommended that the end user deals directly with brand if unit is not DOA, and/or one or more of above criteria not available.

**Please note** - Non-faulty products are not covered by this procedure.

### **CONTACT DETAILS**

**Following are all contact details for head office**

Head Office Ph: 1300 888 388

Head Office Fax: 1300 888 399

Website address: [www.beyond-holdings.com](http://www.beyond-holdings.com)

Email address: [sales@beyond-holdings.com](mailto:sales@beyond-holdings.com)

Please address to:

Beyond Holdings Pty Ltd

Unit 4/261 Mickleham Road, Tullamarine. Vic 3043