



PIONEER
COMPUTERS AUSTRALIA

Unit 2, 9 Chaplin Drive, Lane Cove NSW 2066
Ph: 02 9690 2888 Fax: 02 9690 0333
<http://www.pioneer.net.au>

RETURN AUTHORISATION FORM

FOR PC/NOTEBOOK ONLY

RA NUMBER: _____

(Issued by Pioneer)

Company: _____ Contact Person: _____

Address: _____

Phone: _____ Fax: _____ Date: _____

Description	QTY	INVOICE No. (must complete)	Pioneer Serial No. (Pxxxxx) or (Axxxxx) must complete	Manufacture Date (If provided)	Fault Description (with more detail, not just faulty)

<u>Content</u>	<u>Charge</u>	
Carry Bag _____ Adapter _____ Power Cord _____	Under Warranty	
Modem _____ Network _____ CPU _____	Labor	
HDD _____ DVD/CD _____ Others _____	Material	
Box _____ RAM _____ Username/Password _____	Freight	
	Total	

Warranty Policy:

- Please fill out all information on this form excluding the RA Number Section, with concise detail.
(Note: If information is not concisely recorded, delays in processing or **NO RA NUMBER** will be issued.)
- Once complete, Fax the Warranty Replacement form to Pioneer Computers.
(Note: Pioneer Computers may ask for proof of purchase if required)
- Upon arrival you will be notified via return fax of your warranty replacement form.
- You may not add any additional items to this RA number once it has been approved.
- The RA number must be clearly marked on the box and fault description attached on each item when returning goods otherwise the RA process may be delayed.
- Customers should back up all data before sending into RA dept. any data lost on hard drivers or systems, PIONEER COMPUTERS will not take responsibility.
- Any computer system sent in for service, please provide all drivers and disks, otherwise the RA process. May be delayed.
- Returned goods are found not defective a fee of \$35 per item will apply.
- Any D.O.A claims, customers must attach with a copy of Pioneer Invoice.
- If no response from quotation within 14 days Pioneer reserves the right to return the said goods at customer's cost.

Conditions:

- All couriers' costs for RA's to and from PCA are the responsibility to the customer.
- Warranty is void if the goods are damaged, or the warranty label/stamp has been removed or tampered with

Customer Signature _____

OPTIONAL (OFFICE USE)

Customer Received: _____ Date: _____