Return address:
281 Great Eastern Hwy, Burswood WA 6100
08 9472 7200
service@itechworld.com.au

Return Authorisation Form

NAME:_____

RETURN SHIPPING ADDRESS:

The address you provide below is where we will send any repaired/replaced products.

ADDRESS:_____

STATE:_____POSTCODE:_____

PHONE:_____

EMAIL:_____

PRODUCT DETAILS:

ORDER NUMBER#:_____

DATE OF PURCHASE:_____

ITEM:_____

RETURN REASON: (Please provide as much detail as possible):

_____

_____

_____

_____

_____

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_____

Returning a product for a store credit:
We understand that things can change, and you may have to alter your plans. If you change your mind, have made the wrong selection, or simply wish to return an iTechworld product for a store credit you can do so. **You have up to 30 days to return a product. We will not issue store credits for products older than 30 days.**

- Product returned in brand new condition with original packaging, accessories, instructions and with no signs of use. **10% re-stocking fee**.
- Products returned without the original packaging or without the accessories or without the instructions or with signs of use. **30% re-stocking fee.**
- All products returned for a store credit that are older than **30 days** will be returned to you un-handled.
- Modified products are not eligible for a store credit.

☐ *By ticking this box, I understand and agree with iTechworld's policy for returning a product for a credit.*

Faulty products within warranty:
Although we take every measure to ensure your product arrives ready to use, sometimes it doesn't work out that way. We have full support team to get your product up and running the way you expect.

- Testing time is approx. 1 – 5 business days.
- If the product has a minor fault, we will repair the unit and send it back to you.
- If the product is unrepairable, we will replace the unit and send it back to you.
- If the product has water damage, is modified, or has signs of misuse you will be quoted on repair work. Water damage and misuse is not covered under warranty. We will not conduct any work until you have reviewed and paid the quote.
- If the product has no fault, you may be charged a $100 technicians fee + return shipping back to you for the futile return of a product.

☐ *By ticking this box, I understand and agree with iTechworld's policy for returning a faulty product within warranty.*

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Faulty products out of warranty:
Even when your warranty period has expired, we still offer support.

- Testing time is approx. 4 – 7 business days.
- We will assess your returned product and send you quote for repair via email.
- We will not conduct any work until you have reviewed and paid the quote.
- We will not work on modified products that are out of warranty.
- If the product has no fault, you may be charged a $100 technicians fee + return shipping back to you for the futile return of a product.

  ☐ *By ticking this box, I understand and agree with iTechworld's policy for returning a faulty product out with warranty.*

Returning the goods:
- It is your responsibility to return the goods, you can use whichever freight/shipping service you see fit.
- To help you with returns, we have $35 Australia Post return labels available here: https://itechworld.com.au/products/australia-post-return-label
- A $35 Australia Post return label allows up to 15kg to be returned in one package.
- Retain any freight receipts as you may be entitled to claim back freight costs from iTechworld (up to $35). This will only apply to products that are found to have major faults and are within warranty.
- Ensure this Return Authorization form is completed and included in the package. You can also email this Return Authorization form to service@itechworld.com.au
- If a product is returned to iTechworld without this Return Authorization form or if the form is incomplete, the package will be returned to you unhandled.
- No customer amendments can be made to the Return Authorization form.
- If you return a product which is older than **30 days** for a credit, we will return the product unhandled.
- We suggest you keep a copy of the Return Authorization form for your own records.

  ☐ *By ticking this box, I understand and agree with iTechworld's policy for returning goods.*

Reason for your return
Please tick one:

  ☐ *Returning a product for a credit (product is under 30 days old)*

  ☐ *Faulty product within warranty*

  ☐ *Faulty product out with warranty*

CUSTOMER SIGNATURE OF ACCEPTANCE _____DATE_____