



REMITTANCE ADVICE

CUSTOMER DETAILS:						
Company:				Contact:		
Address:				Phone:		
				Fax:		
City:				Post Code:		
E-mail:				Dealer:		
PRODUCT DETAILS:						
Item:	Model #:	Serial #:	Qty:	Reason for Return:	Invoice #:	Invoice. Date:
RETURN AUTHORISATION DETAILS (for internal use only):						
<p>Your request to return goods is:</p> <p style="margin-left: 40px;"><input type="checkbox"/> Declined because:</p> <p style="margin-left: 40px;"><input type="checkbox"/> Accepted – Please action within 7 days. (Note – there will be a restocking fee of \$35.00)</p>						
FOR INTERNAL USE ONLY:						
R.A. #:		Restocking fee:		Credit Amount:		
Issued By:		Return Rec. On:		Credit Iss. By:		
Issued On:		Return Rec. By:		Credit Iss. On:		
Valid Until:		Return Complete:		Replacement Sent:		
PLEASE NOTE THIS FORM IS TO BE COMPLETED AND FAXED TO US PRIOR TO RETURN OF GOODS AS YOU REQUIRE A RETURN AUTHORISATION NUMBER.						

ON-HOLD MARKETING LTD.



Phone
Fax
Web
E-mail

0800 ON HOLD
0800 66 4653
09 415 6902
www.onhold.co.nz
pauline@onhold.co.nz



Corinthian Office Park
Ground Level B2
17-19 Corinthian Drive
Albany
Auckland



TO OUR VALUED CUSTOMERS

CREDITS – PRODUCT RETURNS

We would like to take this opportunity to bring our Credit Procedure to your attention. If necessary, please pass on to the appropriate person within your company.

Credits will only be processed for the reasons as listed below:

1. Prior agreement to return evaluation, or demonstration stock ie. 30 day trial. (These products should be returned at the end of the 30 day trial period). If product is not returned in A-Grade condition a minimum charge of \$35.00 will be incurred – this applies to user manuals, accessories, outer and inner packaging – please do not write on or attach courier tickets to product packaging). Freight cost will be at the sender's expense.
2. Shipments made incorrectly by On-Hold Marketing Ltd. (i.e. incorrect quantity, product or price).

Please note that when returning product do not write on or attach courier tickets to product packaging. A fee will be charged on a "per product basis" if outer packaging is damaged.

Please note that any product returned for reasons other than the above, will incur a \$35.00* (ex GST) restocking fee per product. If returned product is not in an "A Grade" saleable condition, extra fees will be charged on a "by product" basis this also applies to user manuals, accessories, outer and inner packaging - please do not write on or attach courier tickets to product packaging.


In this case please fax a completed copy of the Return Authorisation Form to 09 415 6902 with all details, including the On-Hold Marketing Invoice number and the reason for returning the product. This form will be faxed back to you either declined or accepted with a Return Authorisation Number. Freight costs will be at the sender's expense.

Thank you for taking the time to read through these procedures. We are sure that this will help make our procedures more efficient. Please find overleaf a copy of the Return Authorisation Form for your files.

Regards

The Team at On-Hold Marketing Ltd.

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