



RETURN AUTHORISATION FORM

RA Number: \_\_\_\_\_ Request Date: \_\_\_\_\_

Request Type:  Warranty  Retail Repair  Maintenance Contract

Customer Details

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Contact Number: \_\_\_\_\_

Email: \_\_\_\_\_ Alt Contact: \_\_\_\_\_

Invoice Details

Purchased From: \_\_\_\_\_ Purchase Date: \_\_\_\_\_

Invoice Number: \_\_\_\_\_ Date of Invoice: \_\_\_\_\_

Brand: \_\_\_\_\_

Device Details

Part Number	Serial Number	Fault Description	Extended Warranty

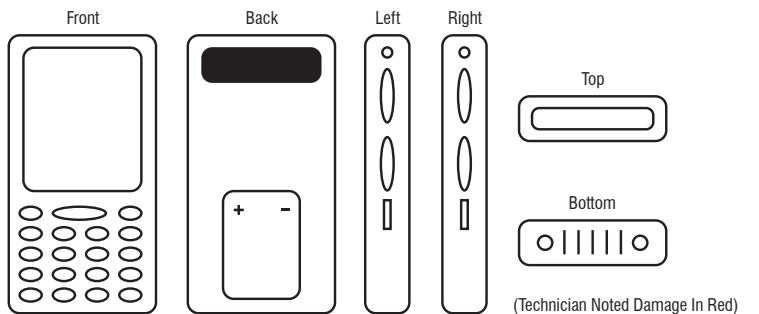
Notes: \_\_\_\_\_

\_\_\_\_\_

Questions From Repairer To Assist With Diagnosis

- Does the device power on?  Yes  No
- Does the device charge?  Yes  No
- Is the problem a software issue?  Yes  No
- Has the device software been backed up?  Yes  No
- Does the Device Scan?  Yes  No
- Has the Device been Dropped?  Yes  No
- Does the Device have a damaged screen?  Yes  No

Any other physical damage?  Yes  No (If Yes Please Mark In Blue or Black Pen Only)



**CFI highly recommends contacting your preferred hardware/software supplier prior to submitting an RA request as:**

- If a replacement device is necessary it will need to be invoiced through a registered hardware/software supplier.
- Your hardware/software supplier will be able to identify if you are facing a software or hardware issue.
- The hardware/software supplier can identify minor hardware issues such as a faulty battery, power supply and charging issues.
- The hardware/software supplier may have separate fees for reloading software onto your device outside of quoted repair costs.

**Return requirements:**

1. Please fill out as much possible information on this form with concise detail.
2. Once complete, email this form to [service@cfglobal.com.au](mailto:service@cfglobal.com.au) and you will be issued with an RA number.
3. CFI may request proof of purchase if RA Request is for a warranty claim.
4. You may not add extra items to this RA once an RA number has been issued.
5. RA number is to be clearly written at the top of this form and please attach this form to your returned device.
6. CFI global will not be held responsible for any lost software or data loaded on devices.
7. Your device may be returned to factory settings to diagnose or complete the repair which may cause loss of data and software.
8. Any DOA claims are to go through your preferred hardware/software supplier before contacting CFI Global and must be returned with proof of purchase.
9. If there is no response to quotation within 14 days CFI reserves the right to return all hardware at the customers cost.
10. All Freight costs are the responsibility of the customer unless the repair is approved under warranty then return freight will be covered.
11. Warranty does not cover general wear and tear, software issues, dropped or wilfully damaged devices.
12. Manufacturers have the right to reject warranty claims outside of CFI control.
13. Repair time turn around can be up to 10 working days depending of availability of parts and freight time. If longer lead time is expected the customer will be notified.
14. CFI is only certified to repair faulty hardware for the brands that it is a direct distributor of.
15. CFI may not be able to assist with third party software issues.
16. CFI may not be able to repair devices past their "END OF LIFE". Due to the increasing difficulty to source parts and equipment necessary. In the event of this no fee will be charged.
17. All repairs unless approved warranty repair, will be quoted prior to work commencing.
18. Customers who do not hold an account with CFI will require upfront payment prior to commencement of work.

All returns (Except for EOL Devices under the condition they cannot be repaired) are subject to a \$60.00 inspection fee, upon an accepted quote or approved warranty repair this fee will be absorbed into the total repair cost and not added as an extra expense. CFI standard labour rate in \$120.00 per hour. All pricing on this form is exclusive of GST.

I, \_\_\_\_\_ have read and accept the terms and conditions laid out by CFI.

Signature \_\_\_\_\_ Date \_\_\_\_\_

**Please return all goods clearly marked with RA number to:**

**Service Department  
CFI Global Pty Ltd  
39 Venture Drive  
Sunshine West Vic 3020**