

# Faulty Returns Form

**Steps:**

1. Complete form and email or fax to Beyond
2. Beyond will advise Return Authorisation (RA) number
3. Please include this form and RA number in your parcel
4. Please ensure that the goods described below are included in parcel

Tel : 03 9330 3883

Fax : 03 9330 3993

Email : sales@beyond-holdings.com

\*Beyond replace products unless otherwise stated

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Page: \_\_\_\_ of \_\_\_\_

Customer Reference Number # : \_\_\_\_\_

RA Number # :

Dealer Name:

Contact Person:

Phone:  Fax:

Address:

Item Code	Fault Description (must be completed)	Qty	Unit \$ ex GST	Is the item from a Pack?	Credit (C) or Replace (R)?
<b>Total \$</b>					

**Conditions:**

1. This form applies only to **FAULTY PRODUCTS**
2. Products listed must accompany this form
3. The return of products to Beyond is the responsibility of and at the expense of the sender
4. Any products assessed not faulty or a product not sold by Beyond will be returned to the sender
5. Any use of Beyond/AAE consignment bags (discontinued) or account # is prohibited and any costs incurred will be billed to the sender
6. "Branded" products must be submitted with purchase receipt, packaging and full description of fault (non provision incurs immediate rejection and/or return).  
Goods will only be replaced and/or credited once assessment and approval by organisation (Brand) has occurred.

**Send items to:**  
Returns Department  
Beyond Holdings  
4/261 Mickleham Road  
Tullamarine VIC 3043

**Customer Authorisation:**

I hereby agree that the above is true and correct and I have read and understood the Conditions as mentioned above.

**NAME:** \_\_\_\_\_ **POSITION:** \_\_\_\_\_

**SIGNED:** \_\_\_\_\_ **DATE:** \_\_\_\_\_