

## **RM002 – Sonnen – Return Material Authorization Procedure**

### **Purpose**

To maintain and establish a uniform system to investigate and action any general returns for incorrect orders shipped, duplicated order shipments and other returns ONLY when approved by Sonnen Australia Pty Ltd.

The aim is to credit the Customer after the Return Material Authority (RMA found at [www.sonnensupport.com.au/RMA](http://www.sonnensupport.com.au/RMA)) form has been approved by Sonnen Australia Pty Ltd, the goods collected and received by Sonnen Australia Pty Ltd and that those goods are in a Pristine Condition as confirmed by Sonnen Australia Pty Ltd.

### **General Returns Procedure**

The Reseller upon finding the delivered goods where errors are made by Sonnen Australia Pty Ltd, is to use the RMA application form; this return application needs to be applied within 1 week from date of delivery of goods, using the Sonnen Australia Pty Ltd RMA application form. This is located on the Sonnen Australia Pty Ltd support website. ([www.sonnensupport.com.au](http://www.sonnensupport.com.au))

The Reseller must complete the request for RMA online and clearly identify why new stock is being returned. If the Reseller has any questions regarding RMA please call 043 864 1141. Reseller must supply:

- Invoice Number
- Product Code
- Quantity of the product(s) that needs to be returned
- Serial number for each product that needs to be returned
- Reason for the return

If approved a number and return instructions will be emailed to the email address submitted on the RMA Online Form.

Returned NEW goods must be in original pristine condition box, no labels placed on product picture box and unopened packaging. Damage ‘subject to checking with Transport Company on pick up’ if damaged by Customer, the Customer will incur a 15% restocking fee or even have stock sent back to store.

### **Other Returns:**

Generally, it is not Sonnen Australia Pty Ltd policy to accept stock returns, however where a return is approved by Sonnen Australia Pty Ltd, a Return Authorisation number will be required before returned shipment of the goods. Any goods shipped without an RMA number will not be accepted.

All non-warranty returns will incur a handling fee of 15% on the value of the goods when stock is returned by a Reseller.



### **Return Procedure- Faulty Products**

#### Dead on Arrival Products

For the purposes of this policy, DOA is defined as any new product found to be defective, i.e. experiencing faulty parts or workmanship and NOT an end user error.

The Reseller must, upon finding the product defective, repack the product and follow the RMA procedure as stated under "General Returns Policy". Goods must be in pristine condition with all accessories enclosed.

### **Warranty Products**

A 'Warranty' product is a faulty product that failed within the warranty period. The warranty period for each product will vary based on Vendor policies.

### **Faulty Products**

A 'faulty' product is a product returned by the Customer to SONNEN AUSTRALIA PTY LTD that failed to operate in accordance with its functional specifications.

### **Faulty Product Returns Procedure**

- Follow the "General Returns Procedure" and supply:
- Invoice Number
- Product Code
- Quantity of the product(s) that needs to be returned
- Serial number for each product that needs to be returned
- Fault details for each product that needs to be returned
- Photographic evidence of any damage

Sonnen Australia Pty Ltd will issue a credit, replacement or repair for the return of faulty products. Replacement or repair returns may result in delays due to processing lead times and Sonnen Australia Pty Ltd stock availability. The Customer will indemnify SONNEN AUSTRALIA PTY LTD for any expenses incurred in servicing any warranty claim relating to the misuse of the product. Any physical damage incurred on the faulty product due to the misuse of the product will void the warranty and is the Customer's responsibility. The Customer should provide the correct and exact fault details which Sonnen Australia Pty Ltd for testing purposes. Any no fault charges will be at the Customer's expense.