

**DIRECT IMPORTS (NZ) LTD**  
**RETURN AUTHORISATION POLICY AND PROCEDURE GUIDE FOR**  
**MUSICAL INSTRUMENTS**

All requests for Goods to be returned to Direct Imports must be addressed to:

Service Division  
Direct Imports (NZ) Ltd  
203 Nelson Street South  
Hastings

Direct: 06 8737095 or 06 8737094  
Fax: 06 8737098  
email: [service@direct-imports.co.nz](mailto:service@direct-imports.co.nz)

**1.0 The Process**

- 1.1 All requests for goods to be returned to Direct Imports, must be lodged on a RA form in writing by fax or email to the contact number and email address provided above.
- 1.2 For Direct Imports to consider any request, the retailer must provide the completed RA Form by fax or email.  
Please log on to [www.directimports.co.nz](http://www.directimports.co.nz) and go to Service/Warranty section or contact our Service Division to obtain blank copies of the RA form.
- 1.3 Upon receipt of the completed RA Form, our Service division may call you to seek further information and/or clarification, where necessary.
- 1.4 If the request to return product is approved an RA Number will be issued and advised to you. The Goods are now ready to be returned to Direct Imports.
- 1.5 Please ensure Only ONE RA form per item.
- 1.6 Please forward the goods along with the RA form and all other relevant documentation to the above address.
- 1.7 **Direct Imports will not accept any returns of goods to any of its Warehouses, Offices or Service centres without an Authorised RA number being stated on the delivery docket/consignment note. RA numbers should be clearly marked on the outside of each carton.**

## **2.0 Reasons for the RA Requests to Direct Imports**

### **2.1 Dead On Arrival (DOA)**

- Goods found faulty upon arrival at the retailer's warehouse/store and/or goods returned faulty by a consumer within 14 days of purchase, Customer purchase and return date must be provided.
- Goods must be in the original carton, or in exceptional circumstances Direct Imports may accept goods to be returned that are otherwise sufficiently packed for transport.
- Goods must be reported to Direct Imports – refer RA Process above – within 30 days of return from consumer.

### **2.2 Damaged Goods**

- Visible damage that has been noted on Con Note must be reported to Direct Imports and the freight company within 24 hours.
- Visible damage to unit (and no damages noted on Con Note) must be reported to Direct Imports and the freight company within 24 hours.
- Description of found damage must be provided.
- Original consignment note and Direct Imports Invoice Number must be provided.

### **2.3 Service related Returns**

- Service related returns are in respect of faulty goods outside 14 days of purchase.
- Please contact our Service division on 06 8737095 or 06 8737094

### **2.4 New Stock**

- It is Direct Imports policy not to accept return of new stock that was ordered by the retailer.
- In exceptional circumstances where the Retailer wishes to return new stock to Direct Imports, the retailer shall first contact their Sales Representative or Territory Manager before contacting our Service Returns Coordinator.
- New Stock to be returned must be unopened.

### **3.0 Important Notices:**

- Direct Imports shall not accept any goods returned to its office's, Warehouse's or Service centre's without an Authorised RA Number.
- Direct Imports reserve the right to return products that do not comply with the details originally supplied on the RA form.
- All goods to be returned to Direct Imports must be complete with all accessories, manuals, etc or they may be deducted from the credit note without prior notification.
- It is the Retailer's responsibility to retain a copy of the signed Con Note when stock is collected as proof of collection.
- It is important that the carton quantity on the RA form is correct, as no cartons other than those detailed on the RA form will be accepted.