

**DIRECT IMPORTS (NZ) LTD**  
**RETURN AUTHORISATION POLICY AND PROCEDURE GUIDE FOR**  
**CONSUMER ELECTRONICS**

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, as maybe required.
- 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 At the same time as the RA Number is issued to you, you will be advised by our Service Division of the transport arrangements for the return of the goods. Note that unless you have been advised of the alternative arrangements for the return, Direct Imports will arrange with our transport carrier to collect the goods from your store. For products with a SRP value of < \$100.00 our Service division may request you to provide proof of the destruction of the goods to be returned. Please do not destroy goods without explicit instruction from our Service Returns Coordinator.
- 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 Warranty Exchange**

- Warranty Exchange may apply to low cost goods, generally with a SRP value of < \$100.00
- The goods must be complete and in good condition
- Proof of Purchase by the customer is to be provided when requesting a RA Number from Direct Imports.

### **2.4 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 8737094

### **2.5 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.
- Where RA requests are approved, the retailer will be contacted by phone, email or fax with advice of the RA number, collection method and time frame and confirming that the goods are ready for collection.
- 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 by our carrier for return.