



Goods Return Form

Must accompany ALL goods returned and contain an RA Number from Lumen Electronics.

RA Number:	<input type="text"/>	< to be obtained by calling Lumen no 09 820 6525	
Date:	<input type="text"/>	Account Number:	<input type="text"/>
		Contact:	<input type="text"/>
Company:	<input type="text"/>		
Address:	<input type="text"/>		
	<input type="text"/>		
	<input type="text"/>		
Phone:	<input type="text"/>	Fax:	<input type="text"/>
Email:	<input type="text"/>		

Code#	Serial#	Problem
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Instructions:

1. Please fax the completed form to 0800 800 310
2. Upon our issuing an RA Number (this takes approximately 48 hours), return the product (in the original packaging if possible), and **make sure to write the RA Number on this form and return it WITH the item. Any Package which arrives at our warehouse without the RA# will be returned to you at your cost.**
3. All returns for credit must contain all original parts, and are subject to approval by Lumen Electronics.
4. Return the Defective Product to the Address below:
Lumen Electronics RA Department
22b Saunders Place
Avondale
Auckland
 Phone 09 820 6525
5. The Customer is responsible for paying the shipping to our warehouse. **Any shipping with freight collect to our facility will be returned to the sender.**
6. Lumen will ship the repaired / replaced unit back via standard courier. Customers can pay extra for overnight shipping.
7. **Please attach proof of purchase. Otherwise warranty information will be based upon the date of manufacture in our record.**

RA process and completion may take up to 15 business days After returns made.