

## Your Information

Company:

Delivery Address:

Contact Person:

Phone:

Mobile:

Email:

Helios RMA #:

Your PO #:

Reference #:

Date #:

- Service Required:
- Warranty Repair
  - Charge Repair (PO# Required)
  - Quote Repair
  - Replacement (PO# Required)
  - Request for Credit

Qty	Product	Serial	Details of Return / Fault Description

## Return Material Authorisation (RMA) Policy

We agree goods may only be returned to the Company on the following basis:

### Stock Returns

- An RMA number has been obtained prior to return of goods
- A return charge calculated at 15% of the value of the goods may be charged. This is to cover administration and other re-stocking expenses.
- All freight charges are paid by the Customer.
- That claims for credits are made within 7 days of invoicing.
- Any indent orders placed on behalf of, or for the Purchaser may not be cancelled or returned for credit.
- RMA form to be completed and returned with goods to Helios Power Solutions 1, Heremai Street, Henderson, Auckland, New Zealand
- Repairs > \$150NZD will not be completed without prior confirmation

### Warranty Returns

Products to be returned for warranty coverage must be within the applicable warranty period. If the customer requests that a replacement be sent immediately, the replacement product will be billed to the customer's account in accordance with Helios Power Solutions Ltd standard payment terms. Then, once a final decision of the return is made, a credit will be issued if the warranty claim is allowed.

### Non-Warranty Returns

If the customer wishes to return a product for repair that is no longer within the warranty period or for damage not covered by the warranty, Helios Power Solutions Ltd will advise the customer of the estimated cost of the repair. Return of the product will be the authorization to repair and agreement to pay for the cost of repair, whether or not it exceeds the original estimate.

### Transportation Charges

- The customer is responsible for all transportation, insurance, duties and other similar charges for all returned Product, and the customer must ensure that the product is appropriately packaged.
- Shipping damages resulting from improper packaging will be the customer's responsibility. After repair, Helios Power Solutions Ltd will return the product ground freight prepaid for in-warranty items. For any other shipment method, customer must pay the difference in freight. Non- Warranty items will be invoiced for any parts, labour, and shipping charges.

I agree to the RMA Policy

Completed By:

Please complete this form digitally using Adobe Reader or similar software. Alternatively you can print and complete this form manually, then scan. Please return the completed form by reply email or to [rma-nz@heliosps.com](mailto:rma-nz@heliosps.com).



**Helios Power Solutions Use Only**

Date Into Store:

Booked In By:

Date Returned / Credited:

Fault Report No:

RMA Closed:

Authorised for Credit:

- Restocking Fee to Apply (15%)
- Credit for Freight
- Customer Service Case Entered

Notes:

