

## RETURN MATERIAL AUTHORIZATION (RMA)

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Dear Customer,

Please follow these Instructions before sending Instrument(s) to Kingfisher International for Service.  
If sending goods to your Local Distributor please follow their return procedures.

### **RMA General Instructions**

When sending goods to Kingfisher International, failure to follow these instructions may result in delays and additional charges.

1) **RMA Form Download:**

RMA Forms are located on our website for download (under Support).

2) **Non Australian Customers:**

- Non Commercial Invoice:

Complete and add 4 copies of the attached Non-Commercial Invoice with a total value of less than AU\$ 1,000.00.  
If the Non Commercial Invoice value is above AU\$ 1,000.00, all customs & insurance charges will be on-charged to the customer.

- Freight:

All courier, customs & insurance charges are the responsibility of the customer, except for Warranty Repairs where Kingfisher will pay for shipping goods back to the customer.

Please note: Kingfisher uses FEDEX for International Shipping. If you wish to use your own Freight Company please specify on your Purchase Order including your Freight Account Details.

3) **Australian Customers:**

- Freight:

All courier & insurance charges are the responsibility of the customer, except for Warranty Repairs where Kingfisher will pay for shipping goods back to the customer.

Please note: Kingfisher uses Couriers Please for Local Victoria & TNT for Australia Wide Shipping. If you wish to use your own Freight Company please specify on your Purchase Order including your Freight Account Details.

4) **RMA Form Completed:**

Please send this completed form to: Customer Service, Fax (+61 3 8544 1793) or E-mail ([sales@kingfisher.com.au](mailto:sales@kingfisher.com.au)) with Courier Tracking #, this is to ensure Kingfisher knows the instrument is on its way and can make sure it arrives to Store.  
Please also send a copy with the instruments.

Please state on RMA Form whether Purchase Order is Enclosed, Being Prepared, or Waiting on a Quotation.

5) **Address the package to:**

*Service Department, Kingfisher International P/L, 720 Springvale Road, Mulgrave Victoria 3170, Australia.*

Enclose this Form, Non-Commercial Invoice for customs clearance and any other relevant documentation.

Please include all functional accessories used if an instrument fault was found.

E.g. Connectors/Adaptors, Patch Leads, Power Supplies, in case they are faulty.

6) **Quotation:**

For fixed priced Repairs & Calibration, please contact your Local Agent. Please note that Kingfisher Instrument Repair and Calibration Prices are on our Price List. Please send Purchase Order to confirm your acceptance.

7) **Order Acknowledgement:**

For all Repairs except confirmed Warranty: once Kingfisher receive a Purchase Order an Order Acknowledgement will be emailed to Customer along with Expected Shipment date for serviced units.

For Warranty Repairs: Kingfisher will email Customer an Order Acknowledgment along with Expected Shipment date.

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To be completed by person returning goods to Kingfisher International Pty Ltd:

<b>Company</b>		<b>Contact</b>		
<b>E-mail</b>				
<b>Phone</b>		<b>Mobile</b>		<b>Fax</b>
<b>Return Address</b>	<b>Division/Department</b>			
	<b>Street</b>			
	<b>City</b>			
	<b>State</b>		<b>Post Code</b>	
	<b>Country</b>			
<b>Purchase Order</b>	<input type="checkbox"/> Enclosed	<input type="checkbox"/> Being Prepared	<input type="checkbox"/> Waiting on Quote	<input type="checkbox"/> N/A
	<b>Purchase Order #</b>		<b>Customer Ref</b>	
<b>End User / Organization</b>			<b>Priority</b>	<input type="checkbox"/> Routine <input type="checkbox"/> Urgent

Please specify reason(s) for return:

<input type="checkbox"/> Calibration	<input type="checkbox"/> Repair – Out of Warranty	<input type="checkbox"/> Repair - Warranty
<input type="checkbox"/> Service Inspection	<input type="checkbox"/> Refund / Replacement	<input type="checkbox"/> Loan /Demo Return
<input type="checkbox"/> Other		

Goods being returned:

Part Number	Serial Number	Please provide description of the problem(s) experienced, attach data as necessary.	Warranty Claimed
			<input type="checkbox"/>

**Warranty:**

If claiming under Warranty, please specify:

<b>Invoice #</b>		<b>Date Purchased</b>		<input type="checkbox"/> Copy Attached
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**OFFICE USE ONLY:**

		<b>SI Check Completed</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>Warranty Repairs Possible</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Warranty Repairs Confirmed</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No

<b>Description of work required/done</b>	

<b>RMA Reference #</b>		<b>KI Quote #</b>	
<b>CRM Tracking #</b>		<b>KI Order #</b>	
<b>Date Received</b>		<b>KI Invoice #</b>	
<b>Date Shipped</b>		<b>KI Credit Note #</b>	

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### **RMA Terms and Conditions**

1) **Repair Warranty:**

Repairs and Calibrations are warranted for 90 days from the date of service or to the end of the original limited warranty, whichever is greater.

2) **Refunds:**

For refunds you must attach a copy of the original invoice.

For refunds Kingfisher will check the condition of goods prior to refund. There may be minimum recalibration, wear & tear, repair and/or handling charge deducted for any work that is required, or for any incomplete/missing accessories.

3) **Additional Charges:**

Service Inspection Fee (SI Check) per instrument will be incurred if:

- Kingfisher inspect the instrument and there is no detectable defect.
- Kingfisher inspect the instrument and the Service Quotation is rejected.

Re-stocking Fee of 15% of Instrument Invoice value or AU\$ 500.00 (minimum per instrument), will be incurred if:

- Instrument purchased is older than 6 months.
- Instrument being returned is damaged.

Customs Clearance Duties and Freight Charges incurred by Kingfisher will be on-charged to the customer.

4) **Delays:**

If RMA Form is not filled in by the customer and included with returned instrument(s), along with the customer's Purchase Order, the customer may incur a processing delay.

Kingfisher International Pty Ltd standard terms and conditions of sale apply, which are available for download on our website ([http://www.kingfisherfiber.com/documents/Terms\\_Conditions\\_Sales\\_17\\_10\\_02.pdf](http://www.kingfisherfiber.com/documents/Terms_Conditions_Sales_17_10_02.pdf)).

All due care and attention is taken by Kingfisher International when handling Customer's equipment, however Kingfisher do not accept liability for loss or damage. Please note that all customer equipment is stored in a Fire-Proof Safe Room.

**NON-COMMERCIAL INVOICE**

(Include 4 copies of this document with goods, for customs purposes)

**From**

<b>Date</b>	
<b>Contact Name</b>	
<b>Company Name</b>	
<b>Division / Department</b>	
<b>Company Address</b>	

**Attention**

Customer Service		
Kingfisher International Pty Ltd		
720 Springvale Road, Mulgrave, VIC, Australia 3170		
Email: <a href="mailto:sales@kingfisher.com.au">sales@kingfisher.com.au</a>	Phone: +61 3 8544 1700	Fax: +61 3 8544 1793

**Instrument Description**

<b>Part #</b>	<b>Serial #</b>	<b>QTY</b>	<b>Amount AUD</b>
Instrument, Fiber Optic Test Equipment, plus Accessories		1	\$100.00
<b>Total</b>			\$100.00

**VALUE DECLARED FOR CUSTOMS PURPOSE ONLY.**

**Manufactured In Australia By:**  
**KINGFISHER INTERNATIONAL P/L**  
 ABN 51 007 250 213  
 Tel: +61 3 8544 1700  
 Fax: +61 3 8544 1793  
 E-mail [sales@kingfisher.com.au](mailto:sales@kingfisher.com.au)  
 URL: [www.kingfisherfiber.com](http://www.kingfisherfiber.com)

**GOODS BEING RETURNED TO COUNTRY OF ORIGIN FOR SERVICE**