



Authorised GRA Number:

ABN 81 067 397 059 | ACN 067 397 057

Business Details

Unique Customer Code &/or
Business Name:

Your Name & Phone Number:

IMPORTANT: This form must be completed in full & a GRA number must be obtained by a staff member!

> Stareast will only make arrangements for a pickup courier when parts are incorrectly supplied. You will need to contact us to arrange this. We will inform you of the best method of return, either a pickup via Direct Freight or Reply Paid Australia Post. For both these options, it will require a code that can only be supplied by us.

> Incorrectly ordered items must be sent back to us at your cost as per Terms & Conditions. Items sent back to us reply paid without our authority or unique code will incur the full freight charge being added to your customer account for payment.

> Goods will not be accepted without this Return Authority Form & GRA Number above, and will be returned to the sender at the senders cost.

> Applications for exemptions on incorrectly ordered goods must be made within 30 working days from the date of delivery, which will be subject to authorisation by the Stareast Management Team, and if approved will incur a 15% or \$10 restocking fee (whichever is greater) depending on the condition of the item and circumstances of the sale.

> For Returns under warranty, you must first refer to the '**warranty card**' found on our website before filling in this form. A member from staff must liaise with you and get answers to specific questions before returning any item. Without the conditions of the warranty card satisfied, and a member of staff notified an item is being returned due to a suspected fault, the item will be returned to you at your own cost or the delivery rejected.

> Please remember to indicate at the bottom of this page how many GRA forms have been submitted.

> For more information, please send us an email to sales@stareast.com.au

[illegible]

Office Use Only

Authorised By:

Credited By:

Date GRA given:

Courier Allocation:

Booking Number:

Date goods recvd: