Returns Authority Procedure

Important Points to note:
1. RA notices can only be given by technical support or management.
2. RA is not a credit – it is only an authorization for equipment to be returned to us for evaluation.
3. Returned goods must be accompanied by an RA, which will also have a Ticket number associated with it. Failure to provide an RA and a Ticket Number will result in delays, and we may refuse to process your RA altogether.
4. Returned goods must be sent back with original boxes or appropriate safe packing. We take no responsibility for incorrectly packaged returns or damage suffered during transit.
5. Tickets can be created via our support page: http://support.advanceaudio.com.au. We encourage dealers to fill in as much information as possible on this page – the more information, the more expedient your RA request will be.

Unit and packaging is in original condition with all accessories **AND** Fault Found

Yes → Full credit is applied

No → Restocking fee of 20% will be charged OR Dealer can opt to have it returned, dealer pays freight.

Within 14 days of invoice from dealer-> customer AND within 6 months of shipping to dealer from AAA

Case is classified as DOA: Dead on Arrival

Credit limit permitting, advance replacement can be dispatched on selected products

RA is issued to have faulty unit returned at AAA's cost

Returned unit is inspected for damage or missing components.

Product is deemed to be faulty through manufacturers fault by troubleshooting with AAA staff member.

Ticket is submitted by dealer or AAA staff member via our RA Support Page.

If fault is reported

After 14 days of invoice from dealer to customer but within warranty period

Case is classified as Warranty

RA is issued to have faulty unit returned to us or directed to nominated service centre, freight at dealer's cost

Replacement, Repair, Service not possible

Replacement → Order team sends replacement unit on an invoice. Faulty unit is returned to AAA at dealer's cost.

Repair → Warranty Repair is performed and returned to the dealer at AAA's cost

Service Not Possible → AAA will offer a credit or refund to dealer

After warranty period has expired

Case is classified as Out of Warranty

RA is issued to have faulty unit returned to us or directed to nominated service centre, freight at dealer's cost.

Repaired by AAA or by Service Centre

Service Centre → Repaired by Service Centre

AAA → Booking in Fee is charged of $110 inc GST

Quotation for repair is given

Quotation is accepted

Yes → Repair is performed, the booking fee is taken off the repair fee, pre-payment. Customer to pick up once completed or $30 return delivery fee.

No → Repair is cancelled, dealer arranges to pick up unit or sent back at dealer's cost, within one month.

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