



Rapid Replacement Request

All goods must be returned to Lan 1 Head Office with **RA Number** clearly marked on the packaging.

Company		Contact	
Address			
City	State	Post Code	Email Address
Telephone () -		Fax () -	
All information must be completed in order to process your request without delay.			
Lan 1 Tech Support Contact:		Reference Number:	

Product Details:

Model Number(s):		
Serial Number(s):		
Invoice Number:	Amount	Date:
Details of Fault:		

Terms and Conditions of Advance Replacement

Advance replacements are subject to stock availability.
 Advance replacements are subject to account clearance.
 The replacement product will be invoiced at the current published price.
 The Advance Replacement invoice will be credited upon return of the faulty product.
 The faulty product must be returned within 5 days from the date of the Replacement invoice or it will be considered as a sale.
 A restocking fee of 30 % will be charged if goods are not in original condition and contents are incomplete.
 Only one Advance replacement will be issued at any one time.
 Advance replacement can only proceed upon receipt of a completed Advance Replacement Request form, Purchase Order and payment for the replacement product. If you do not have an established credit account with Lan 1, please complete your credit card details below.
 Notwithstanding all other conditions being met, this form must be received by Lan 1 Sydney by 3pm AEST for next day replacement.
Advance replacement of SCSI Hard Disk Drives carry a charge of \$30 (excl GST) per unit

Customer Check List (Tick all relevant boxes)

Original External Packing	<input type="checkbox"/>	Software (original – if supplied)	<input type="checkbox"/>
Original Anti-static Packaging	<input type="checkbox"/>	Cables	<input type="checkbox"/>
All software removed by low level format	<input type="checkbox"/>	RA Number clearly marked on outer box	<input type="checkbox"/>
Manual(s) included	<input type="checkbox"/>	Other (please specify)	<input type="checkbox"/>
Credit Card No (non account customers):	Name:	Exp Date:	
We confirm that the product has not been marked, scratched, or has stickers affixed to it			
Signature	Name	Date	

Lan 1 Use:

RA Number issued:	Issued by:
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Sydney	Melbourne	Brisbane	Perth
p (02) 9318 4200 f (02) 9319 6797	p (03) 9673 3700 f (03) 9645 6430	p (07) 3139 0262 f (07) 3262 3308	p (08) 9221 5911 f (08) 9221 3811