

# Return Merchandise Authorization (RMA) Form

**Complete this form and include with your items being returned.** Completing this form implies that you have read and understand our Warranty & Returns policy as explained at [www.avantiplus.com](http://www.avantiplus.com)

For your protection, we suggest that you ship the goods to us with a freight service that provides a Signature Required on delivery option. Please ensure you retain a record of your shipment until you have received your replacement or refund. For additional information, please contact our customer service department at [help@avantiplus.com](mailto:help@avantiplus.com)

**Please do not tape up, or attach labels direct to the retail packaging, please wrap the product first.**

|                       |             |
|-----------------------|-------------|
| Customer Order Number | Invoice No. |
| Name                  | Phone       |
| Street                |             |
| Suburb/Town           | State       |
| Post Code             | Date        |

**Send All Returns To:**

**Returns Department  
Avantiplus  
26 Allright Place  
Mt Wellington  
Auckland 1060**

### Items to Return

| Avantiplus Product Code | Qty to Return        | Returns Code         |
|-------------------------|----------------------|----------------------|
| <input type="text"/>    | <input type="text"/> | <input type="text"/> |
| <input type="text"/>    | <input type="text"/> | <input type="text"/> |
| <input type="text"/>    | <input type="text"/> | <input type="text"/> |
| <input type="text"/>    | <input type="text"/> | <input type="text"/> |

### Returns Codes

|    |                        |
|----|------------------------|
| 31 | Ordered Wrong Item     |
| 32 | Parts Missing          |
| 33 | Not As Advertised      |
| 34 | Clothing Did Not Fit   |
| 35 | Faulty On Arrival      |
| 36 | Warranty               |
| 37 | Other – Please Explain |

If Other selected, please explain..

### Exchange Item Details

#### Avantiplus Product Code

|                      |                      |
|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |

### For Administration Only

| Warehouse                                      |   |
|--|---|
| Goods Accepted For Refund -                    | <b>Y / N</b> Authorised By - <input type="text"/>   |
| RMA Number -                                   | <input type="text"/>  |
| Credit Order No -                              | <input type="text"/> Refund Amount - <input type="text"/>   |
| Finance  |   |
| Customer Account No -                          | <input type="text"/> Refund Authorised By - <input type="text"/>                                      |
| Credit Note No -                               | <input type="text"/>  |
| Refund Processed to DPS -                      | <input type="text"/> / <input type="text"/> / <input type="text"/> Responsible - <input type="text"/> |
| DPS Authorisation Code -                       | <input type="text"/>  |
| Refund Processed M3 - <input type="checkbox"/> | Voucher Number - <input type="text"/>   |