



RETURNS CLAIM FORM

RETURNS DEPARTMENT:
 CTA AUSTRALIA
 8 MONTORE ROAD
 MINTO, NSW 2566

PH: 02 9820 4444
 FAX: 02 9820 4222
 Email: info@ctaustralia.com.au

This form is for returned non-faulty goods. If the item is being returned for warranty, please fill out the *Warranty Claim Form* instead. All goods being returned must be accompanied by this form, as well as a copy of the original invoice. Return claims sent back without this paperwork will not be accepted.

GOODS BEING RETURNED FOR CREDIT MUST BE RETURNED WITHIN 60 DAYS OF INVOICE.

DEALER DETAILS

Company Name			
Contact		Contact Phone No:	
Email			
Invoice Number		Date of Purchase	

PRODUCT DETAILS

Completion of this form does not constitute an authorised return. All returns will be individually assessed and should the claim not qualify for a replacement or credit, the goods will be returned at the senders cost. **NOTE: Claims may be rejected where the sole reason for return is the customer no longer requires the merchandise.**

Part No:	Description	QTY	REASON FOR RETURN

I have read and understand the CTA Terms & Conditions for Returns

_____ ___/___/___ _____
Name **Date** **Signature**

INTERNAL USE ONLY:

INITIALS	ACCEPTED	CREDIT	RESTOCK %	REPLACE	REJECT	REASON WHY REJECTED:
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



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Returns Policy

All Returns must be accompanied by the relevant paperwork.

All freight on goods returned for credit approval must be pre-paid.

Goods being accepted by CTA into their warehouse does not automatically obligate a credit, and goods remain the property of the customer until such time as a credit is issued by CTA.

UNDER NO CIRCUMSTANCES SHOULD CREDIT REQUESTS BE DEDUCTED FROM ACCOUNT PAYMENTS

Terms & Conditions

1. CTA Australia will not accept goods for return outside of 60 Days from invoice date.
2. Good returned without a signed Returns Claim Form will not be accepted.
3. All freight on goods being returned must be pre-paid.
4. All return transit costs are to be covered by the customer on rejected returns/warranties.
5. Unauthorised repairs and/or modifications will void warranty or return.
6. Until goods are accepted and approved for return, all goods remain the property of the customer and CTA Australia will not be liable for any loss, whether material or not of such goods.
7. Customised goods and Special Orders cannot be returned or exchanged without express approval from CTA Australia. Request must be made in writing.
8. CTA Australia reserves the right to refuse any returns that:
 - are incomplete or missing parts; or
 - are not returned in their original packaging; or
 - show signs of physical damage to the product or its packaging; or
 - are received with incomplete documentation.
 - In the case of motorcycle helmets, tampering or removal of stickers pertaining to Australian Standards AS1698 Approval.
 - In the case of motorcycle helmets, any helmet that has been sold to a consumer cannot be returned due to health & safety reasons. If a helmet is being returned due to a fault, please fill out the **Warranty Claim Form**.
9. Claims may be rejected where the sole reason for return is the customer no longer requires the merchandise.
10. CTA Australia at its sole discretion may accept opened product(s) outside of the Terms & Conditions for return, however a restocking fee for this service may be charged. This can be between 5%-20% dependant on the reason of the return and the quality of the returned goods.

For any further questions on the CTA Returns Policy and Terms & Conditions, please contact CTA on
(02) 9820 4444 or email: info@ctaustralia.com.au