



# WARRANTY CLAIM FORM

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

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

This form is for faulty goods being returned under warranty. If the item is being returned for another reason, please fill out the *Returns Claim Form* instead.

All warranty goods being returned must be accompanied by this form, as well as a copy of the original invoice. Warranty claims sent back without this paperwork will not be accepted.

## 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 warranty until the return good(s) are inspected and tested. All returns will be individually assessed and should the claim not qualify for a warranty, the goods will be returned at the senders cost.

BRAND	Part No:	Description	QTY	DESCRIPTION OF FAULT

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

\_\_\_\_\_ / / \_\_\_\_\_

**Name**                      **Date**                      **Signature**

## INTERNAL USE ONLY:

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



# WARRANTY CLAIM FORM

## Warranty Policy

Before returning faulty goods to CTA, the initial response should be to consult the product manufacturers specific instructions, and to make sure that sufficient steps have been taken to follow these instructions as detailed by the item manufacturer. Most manufacturers also supply a trouble-shooting guide to assist with any problems, so steps should be taken to make sure that these are checked off.

If no solution can be found, contact CTA on **(02) 9820 4444** or email: [info@ctaustralia.com.au](mailto:info@ctaustralia.com.au) regarding the problem with the product, as this can sometimes be resolved via correspondence. If no resolution can be found the product(s) will need to return to CTA for assessment and testing.

If a fault is deemed to be warrantable and the problem with the good(s) is minor, the supplier can choose between providing a repair or offering the consumer a replacement or a credit. Repairs will be carried out in reasonable time. If the fault is major, a replacement or credit will be offered.

If the item(s) are found not to be defective from manufacturing or component defect, then they will be returned to the customer with the cost of freight charged to the customer's account.

## Terms & Conditions

1. CTA Australia will not accept goods for return outside of 60 Days from invoice date with the exception of warranty goods. Warranty is will covered by the timeline set by the manufacturer or by Australian Consumer Law.
2. Goods returned without a signed **Returns Claim Form** or **Warranty Claim Form** will not be accepted.
3. All freight on goods being returned must be pre-paid.
4. All return/warranty 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/warranty, 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 & Warranty Policies and the Terms & Conditions, please contact CTA on **(02) 9820 4444** or email: [info@ctaustralia.com.au](mailto:info@ctaustralia.com.au)