

# Arrowhead Alarm Products Return Merchandise Authorisation (RMA) Form

This form must be completed before this application can be processed.

344B Rosedale Road, Albany 0632, Auckland

Phone: 09 414 0085

Fax: 09 414 0088

Please return the completed form to [reception@aap.co.nz](mailto:reception@aap.co.nz) or fax to 09 414 0088. We will get back to you regarding whether your request has been approved or declined. You will be given an RMA number if it has been approved, and you can then send the goods back to Arrowhead. **Please note;** the more detailed your description is of reason for return, the faster the turnaround time will be.



**Contact Name:** \_\_\_\_\_

**Company:** \_\_\_\_\_

**Delivery / Return Shipping Address:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**Reason for Return:**    Repair                      Credit                      Warranty                      Charge                      Replacement

**Product to be returned:** \_\_\_\_\_

**Arrowhead Invoice #:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Detailed description of reason for return:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Wait until your request has been approved before you return any goods.**

OFFICE USE ONLY

Your request to return goods is     Declined because \_\_\_\_\_

Approved, please send the goods back within 7 days

**RMA Number:** \_\_\_\_\_ **Date Received:** \_\_\_\_\_

**Fault / Outcome:** \_\_\_\_\_

**Resolution:** \_\_\_\_\_

Pack the product and send it to:

Arrowhead Alarm Products  
344B Rosedale Road  
Albany 0632  
Auckland

Write the RMA number clearly on the packaging near the address label. If you are returning a non-faulty product, please do not mark the original packaging as this would mean the product cannot be resold, and therefore we cannot accept it as a return.