

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

Please return the completed form to reception@aap.co.nz. We will endeavor to get back to you regarding whether your request has been approved or declined within 2 working days. 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 'reason for return' section must contain as much information as possible otherwise your RMA may be declined & will delay your return request.

Contact Name:

Company Name:

Delivery Instructions/Return Shipping Address:

Phone:

Email Address:

Reason for Return: Repair Credit

Product to be Returned:

Arrowhead Invoice Number:

DETAILED description of Reason for Return, note if you list "Faulty" as a description your RMA will be declined:

OFFICE USE ONLY

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

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 & send it to:
Arrowhead Alarm Products Ltd
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.