

Part 1

Quote RMA # on all documentation

Raised by: _____ Date Issued: _____ Date Reported: _____

Customer: _____

Contact: _____ Tel: _____ Fax: _____

Address: _____

Cust. PO #: _____ ART SO #: _____

Cust. NCR # (or equivalent): _____ Initial Delivery Date: _____

Part No.	Description	QTY	Approx Weight kg	No. of Cartons	No. of Pallets

Reason for Return: _____

Credit Required? Yes No Restocking Fee? Yes No

Is Resupply required? Yes No Restocking Fee Applied? _____ %

Return goods to Australian Rail Technology, _____

Transport Charge ART Cust. Trans. Company: _____ Acc. #: _____

Special Conditions: _____

Project: _____ Responsible for Clearing RMA: _____

Part 2 TO COMPLETED BY ART STOREMAN UPON GOODS RECEIPT

Date Received: _____

Quality Manager notified? Yes No:

Are goods of reasonable appearance? Yes No: _____

Is packaging damaged? No Yes: _____

Are goods damaged? No Yes (photograph req'd): _____

CORRECTIVE ACTION TO BE COMPLETED BY ART PERSON RESPONSIBLE FOR CLEARING RMA

Outcome: NCR #: _____ Replacement Returned - Service Report #: _____

SO #: _____ Date Dispatched: _____ Closed by: _____

