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 Australia
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 ✉ info@redbaronalse.com

RMA Request Form

RMA Number: _____ Purchase Date: _____

Repair Warranty Wrong Item Ordered Other _____

Customer Information			
Company Name			
Contact Person		Telephone	
Invoice Number		Email	
Delivery Address:			
Freight Name and Account No			
Credit Card Details – required if not using own return freight			
<input type="checkbox"/> Master Card <input type="checkbox"/> Visa Card No. _____ Expiry ____ / ____			
Name on Card			
Return Product Details			
Product	Serial Number	Qty	Problem/Description

Procedure:

1. Complete this Return Merchandise Authorisation (RMA) form.
2. Email to order@redbaronalse.com with copy of invoice.
3. RMA Confirmation is a RMA Form with assigned RMA number. This form must be put into packaging when product is returned. Processing of your RMA takes 1-3 business days.
4. RMA will be valid for 14 days from date of issue. No goods will be received without open RMA number.
5. Only goods listed on RMA will be accepted. All other items will be returned at customer’s expense.
6. Ship the RMA items via traceable means. Please retain tracking information. The customer is responsible for the product until received by Red Baron ALSE.
7. Broken items will not be refunded if packaging was inadequate.
8. Original packaging must be in good order, with tags (if any) attached and in new/unused condition to request a refund or exchange.
9. Turn around is 7-28 days dependant on exchange, repair or replacement and if goods in stock.

Please ship to the below address:

Red Baron ALSE
 Attn: RMA #
 Hanger 17/ 27 John Duigan Drive
 Yarrowonga, Vic 3730