

## Goods Return Authority

This form is a request for BSG to accept a return of goods sold.

Please fill in your request below and email it to BSG. BSG will then issue you an RA Number, authorising you to post the goods to BSG. After receiving the goods, BSG will test the goods. Following testing, BSG will process the return resolution. Please attach photos of the goods being returned.

### Your Contact Details

### Installation Details

### End Customer Details

### Replacement Goods

### Goods Requested for Return

	Product	Qty	Serial No.	Fault Description	Original Invoice No.
1					
2					
3					
4					
5					
6					

Total Qty of Goods Returned

### Return Reason

- Goods No Longer Required
  Damaged Goods
  Warranty Covered Fault

### Your Requested Resolution

- Refund
  Replacement
  Store Credit

Will you claim STCs (or create any certificates/claim any rebates) following installation of the new, replaced goods?

- Yes\*
  No

If you are claiming warranty on panels, will you change the inverter after or during the replacement?

- Yes
  No

\*If yes, BSG will not cover any labour costs owing to the removal of, or installation of, solar panels.

## Terms and Conditions

1. Store credit or replacement goods will not be issued until goods are received and tested (unless BSG supplies you with written advice specifying otherwise).
2. All goods must be returned to BSG within 14 days of receipt of RA number.
3. RA number must be obtained **prior** to goods being returned to BSG. Do not add new items after RA number is issued.
4. All goods returned for warranty must have clearly fault descriptions, please don't use the word "FAULTY".
5. Please **attach a photo of each product** being returned to this form to expedite your request.
6. All returned goods will be subject to an inspection upon arrival.
7. Replacement goods must not be used on any site other than the installation address.
8. Blue Sun Group accepts no responsibility for loss or damaged occurred in transit.
9. The RA Number must be clearly marked on the outside of the carton. Otherwise Goods will be rejected. RA Numbers are valid for a period of two weeks only.
10. If customers request for credit, goods must be in re-sellable condition and a 20% restocking fee will be applicable.
11. Term and conditions change without notice.
12. Please submit your completed GRA to [support@bluesungroup.com.au](mailto:support@bluesungroup.com.au)

Customer Signature

Date / /

Please fill all details and email your GRA to [support@bluesungroup.com.au](mailto:support@bluesungroup.com.au) to acquire a Return Authorisation Number. When returning goods to BSG please enclose a completed copy of this form and a copy of the original invoice.

## Office Use Only

BSG RA Number

Issue Date / /