



All Correspondence  
42 Export Drive, Brooklyn,  
Victoria 3012, Australia

Customer Service Department  
Telephone (+61 3) 9314 1077.  
Facsimile (+61 3) 9314 2400.  
[www.ausloc.com](http://www.ausloc.com)

Quality Control Department  
42 Export Drive, Brooklyn,  
Victoria 3012, Australia  
Telephone (+61 3) 9314 1077  
Facsimile (+61 3) 9314 2400

## GOODS RETURN AUTHORITY (GRA)

### How to use this form

This form is to give you authority to return goods to Austral Lock; it is not acceptance of your claim as such. Fill in the details for the goods you want to return, then fax the form back to Customer Service on 03 9314 2400. Form will be faxed back to you indicating "Approved" or "Not approved". If "Approved", send the goods via your freight company with a copy of the GRA enclosed. If "Not Approved", do not return the goods. For full details or Austral's Terms and Conditions of Sale, please refer to [www.ausloc.com](http://www.ausloc.com)

### CUSTOMER DETAILS (customer to complete)

DATE RAISED			
CUSTOMER NAME		CUSTOMER CODE	
ADDRESS			
POST CODE			
CONTACT NAME		TELEPHONE	
MOBILE		FACSIMILE	

### DESCRIPTION OF GOODS & REASON FOR RETURN (customer to complete)

DESCRIPTION	PRODUCT CODE	QTY	REASONS FOR RETURN

### ADDITIONAL INFORMATION TO SUPPORT REQUEST


CREDIT REQUIRED:

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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### APPROVAL TO RETURN GOODS TO AUSTRAL (Austral to complete)

NAME		DATE	
TEL		EMAIL	
Return approved	<input type="checkbox"/>	Return Not Approved	<input checked="" type="checkbox"/>
SIGNED			

### RETURN AUTHORITY NUMBER (RAN)

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Return Authority Numbers will be issued by the responsible officer at Austral Lock, from a master register.

### APPROVAL FOR CREDIT OR REPLACEMENT OF GOODS

#### PLEASE NOTE

CREDIT OR REPLACEMENT WILL NOT BE PROVIDED UNLESS THE GOODS ARE FIRST RETURNED TO AUSTRAL, THEN INSPECTED BY THE DESIGNATED AUSTRAL OFFICER AT AUSTRAL, AND THE CLAIM FOR CREDIT OR REPLACEMENT IS ACCEPTED BY AUSTRAL.

THIS FORM ONLY DOCUMENTS THE APPROVAL TO RETURN THE GOODS TO AUSTRAL AND CARRIES WITH IT NO EXPRESS OR IMPLIED AGREEMENT TO PROVIDE CREDIT FOR OR REPLACEMENT OF THE GOODS.

ref:ISO9001/Forms & Registers/Goods Return Authority Revision 3 11/06/09

RECORDS: FILE ORIGINAL IN CHRONOLOGICAL ORDER IN BINDER HELD IN CUSTOMER SERVICE.