

XCOM Avionics

XCOM Avionics Factory 4 No. 24 Leda Drive - Leda Business Park Burleigh Heads, Gold Coast - Queensland Australia 4220
☎ Phone +61 7 5568 7770 📠 Fax +61 7 5568 7772 ✉ Email info@xcomavionics.com

Returned Goods Authorization

Radio returns will only be approved after correspondence with our technicians as most reported problems are usually with the customers installation or the radio setup and not the actual radio itself and most faults can be resolved by a phone call or email.

Our technical staff will issue you with a RGA (Returned Goods Authorisation) without these details we will not accept your radio. These details will include information on how to return the faulty product by the quickest method at the lowest cost.

XCOM Avionics **will not** accept freight charges, import taxes or customs fees for products returned other than by our instructions.

NEVER return by DHL, Fed EX or similar as we will refuse to accept the shipment and return it to you.

Please send the product back in it's original packaging by **Air Mail ONLY**, if the original boxes and packaging cannot be found then wrap the radio in several layers of bubble wrap and then secure in a cardboard postage box.

The following details **must** be included with the returned product.

- Your complete details including....
- Name
- Shipping Address (physical not Post Office Box)
- Phone numbers
- Email details
- Proof of purchase date
- Radio serial number
- Details of the problem you are experiencing (radios returned with no fault description may be subject to additional testing charges)
- Radios returned outside of warranty will be subject to a quote fee of \$80 AU\$ which will be credited to your repair costs if you accept the quote. If you decide not to repair the radio it will be returned to you after payment of the quote fee and the return postage fees.

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**XCOM Avionics
Factory 14, No 26 Nestor Drive
Meadowbrook, Queensland 4131.
Australia**

Attention Australian Customs - The enclosed item is Australian
manufactured and has been returned for repair under warranty.
It meets Exemption Code GSTE = 17

Customer Name: _____ RGA No. _____

Please follow the instructions above regarding shipping and using Air Mail, make sure to use the correct labeling and do not send by sea freight because it will take more than 12 weeks for delivery.

When posting make sure you do not allow the postal service to cover the address label and customs information above, additionally mark the value of the goods on your declaration as **\$400 AUSTRALIAN DOLLARS**, failure to do this will result in extra fees. It is my strongest recommendation to insure this shipment for \$900 AU\$ which will cover any potential shipping damage.

We are sorry for the inconvenience this problem may have caused but we can assure you of a prompt repair or replacement.

Yours truly,

Michael Coates
XCOM Avionics

Please fill-in the following information with your radio return

Your name: _____

Your shipping address: _____

(physical not Post Office Box)

Phone numbers: _____

Email details: _____

Purchase date: _____ (Note: Attach Proof of Purchase Information)

Radio serial number: _____

Details of the problem you are experiencing (radios returned with no fault description may be subject to additional testing charges)

Attach any previous correspondence to this covering letter.

Radios returned outside of warranty will be subject to a quote fee of \$80 AU\$ which will be credited to your repair costs if you accept the quote. If you decide not to repair the radio it will be returned to you after payment of the quote fee and the return postage fees.