



A Weatherford Company

RETURN MATERIAL PROCEDURE

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Why a Return Material Procedure ?

The Return Material Procedure allows Auslog Pty Ltd to accepted, process and returned goods to customers efficiently, as per the procedure below. An RM approval number allows tracking of the shipment before arrival, and ensures that the relevant teams at Auslog are prepared for the arrival in order to process the material return as soon as possible. The comments and symptoms section allows some repair diagnosis and part availability checks to be undertaken before the material even arrives with the Auslog team.

Auslog Pty Ltd Return Material Procedure

1. Obtain an Return Material (RM) form (05-4-AP-AU-RET-00001) from either the back of an Auslog equipment manual; from the Auslog website (www.auslog.com.au/RM); or by contacting Auslog directly. An RM number must be obtained from the Sales Department **prior** to returning any goods. If in remote locations phone the Auslog office to have an RM form completed on your behalf.
2. It is mandatory to return a RM form and good/s under the following terms:
 - A copy of the fully completed RM form with provided RM number, preferably email a copy to Auslog Sales in addition to further expedite diagnosis.
 - Please do not ship back accessories (i.e. cables, manuals, etc) unless you are returning the good/s for a pre-authorized credit
 - Return shipment must be pre-paid by the sender and may be refunded pending diagnosis and warranty status
3. Auslog Pty Ltd is not responsible for any goods lost in transit.
4. Walk-in customers will not be entertained if 1 and 2 are not fulfilled, unless walk-in customers have the relevant information to fill in the RM request form at Auslog. Please be aware the average waiting time is about 10-20 minutes for walk-in customers.
5. Any shipments received by Auslog Pty Ltd without RM number will likely take longer to process as the RM form will need to be completed by technical staff prior to diagnosis.
6. All Returned Material will be charged a Service Fee of \$75, which covers the investigation to identify the root cause of the symptoms. The \$75 Service Fee will be deducted from the total price of the repair (There is no fee or charges for repairs determined to be under a valid Warranty agreement).
7. A quote will be provided detailing the expected parts required to be replaced and associated labour costs. Confirmation to proceed with non-Warranty repairs or upgrades must be received in writing before work will proceed (Purchase order, email with reference number). The same Purchase Order can be used for the repair or upgrade as the one given for the Service Fee, only if confirmed by the person who authorized the original Purchase Order.
8. When making inquiries, sending the goods, or making payments, please always reference your RM number.
9. All freight/shipping costs incurred in the return of goods to the customer will be at the customers' expense, except if the goods were determined to be under a valid Warranty agreement. If insurance is required to the return of the goods, then it must be clearly stated on the Purchase Order.
10. All RM numbers will expire one (1) year from the date of issue.
11. **No goods will be returned until payment of the repair has been made.**

Shipping Instructions

1. Please ensure that the RM number is listed legibly on the box or mailing label.
2. Please include a copy of the completed RM form with the shipment (Packing List).
3. Ship only items documented on the RM form.
4. Ship Prepaid Only to:

Auslog Pty Ltd
FAO: Service Centre
47 Gardens Drive
Willawong, QLD, 4110
Australia
Ph: +61 7 3723 0566, Fax: +61 7 3732 0599

Auslog Pty Ltd reserves the right to make changes to the Return Material process and documents without notice.