



REFUND OR CREDIT AMENDMENT

Date: _____ Sales Person / Customer Service Person: _____

Customer Full Name: _____

Customer Email: _____

Customer Order / Invoice number: _____ Purchase Date: _____

Place of Purchase (webstore, eBay, over phone, instore) _____

Payment Method (Paypal / credit card etc): _____

Total Invoice Amount: _____

Reason for refund: _____

Amount to be refunded: _____

Refund method (Paypal / credit card / Direct Deposit / Ebay etc): _____

If Direct Deposit - Please Fill Out
Bank Details

Account Name: _____
BSB # _____
Account # _____

Refund / Credit Authorised by: _____ Neto RMA # _____

Please Advise Customer That All refunds will be may take up to 72hrs to process through to their account.
- ALL REFUNDS ARE PROCESSED ON FRIDAYS -

NOTE: No financial transaction is completed via Neto RMA. External Financial process is required by ADMIN ONLY.

COMPLETION CHECK

- | | |
|---|---|
| <input type="checkbox"/> Neto RMA Created in System | <input type="checkbox"/> *Ebay Refund Purchase & Customer Notified* |
| <input type="checkbox"/> Order Removed from Dispatch Trays
(If not dispatched) | <input type="checkbox"/> Process Complete |

ADMIN ONLY

Processed Date: _____ Amount Processed: _____

Process method: _____ Processed By: _____

RMA FULLY Completed ☐