

Reason for return (Please tick)

- Service Request
- Freight Damage (Must be reported within 24 hours of receipt of goods)
- Customer Change of Mind (a 25% Restock fee + freight applies)
- Faulty Goods
- Incorrect Product
- Other (please specify)

Homeowner Contact Details

Contact Person:
 Address:
 Contact Email:
 Contact Phone:

Merchant Contact Details **Original Order Details**

Contact Person:	Invoice#
Company:	Order#
Contact Email:	GH Builder:
Contact Phone:	Builder Contact:

This request is for the following products

Quantity	Code	Description
.....
.....
.....

Notes (Please attach photos of damaged product or Contact Details if a service request is needed)

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Are the products in their original condition? YES NO

Note: Including original clean packaging. Items need to be wrapped on a pallet before returning. Baths need to be on original pallet

Are the products installed? YES NO

Note: Items must be inspected before installing to ensure no damage. The warranty DOES NOT cover removal or reinstallation costs once installed.

If item was freight damaged, was it signed for as damaged on arrival? YES NO

Note: Please hold onto all damaged items for the freight company to collect as part of the claims process.

- Terms and conditions of Returns / Claims for Credit**
- 1.1 **ALL PRODUCT BEING RETURNED FOR CREDIT MUST BE RECEIVED BACK AT NEWTECH WANGANUI LTD WITHIN 90 DAYS OF THE ORDER BEING RECEIVED INSTORE.**
 - 1.2 Our restocking fee is 25% for any customer change of mind returns plus any applicable freight costs; however, we will reduce this to 17% if a replacement order is purchased through Newtech. This will not apply if the return is due to supplier delivery error.
 - 1.3 If reordering product, please include the old and new purchase order number to qualify for a 17% restocking fee.
 - 1.4 Newtech will provide a Goods Return Label (RMA/Return Merchandise Authority). Please attach this to the product/s before they are collected.
 - 1.5 All product is required to be returned in the original clean packaging and strapped to a pallet (if applicable). Baths are required to be returned on the original bath pallet.
 - 1.6 Credit value is estimated until product is inspected by Newtech Wanganui Ltd.
 - 1.7 If any product is returned damaged and/or with damaged packaging, we will be unable to process the credit.
 - 1.8 Freight companies require notification of any damage within 24 hours. If items received are damaged, please notify Newtech right away so a claim can be raised.
 - 1.9 If Newtech has not been advised of any RMA being ready for collection and no product has been returned to Newtech within 20 days, the return will be cancelled, and Newtech will require payment for any outstanding invoices related to the return.

Signed: **Date:**