

AQUACHEM WARRANTY NOTIFICATION FORM



Please complete all the details on this form and return it to Aquachem (Vic) Pty Ltd along with your proof of purchase and the attached credit card authorization form to services@aquachem.com.au or fax 9792 9442. A return fax or email will be sent to advise if your request has been accepted or rejected.

Without exception the following applies:

1. Approval from Aquachem (Vic) Pty Ltd must be given prior to goods being returned.
2. Freight will not be credited. Return freight must be organized and paid for by the person or company returning the goods.
3. If callout is required \$120 fee will be charged for Melbourne Metropolitan.

Business Name: _____

Customer Name (END USER): _____

Address: _____

State: _____ Postcode: _____

Contact Name: _____ Ph: _____

Fax Number: _____ Email: _____

Description of Goods:

Product Description: _____ Product Code: _____

Original Invoice Number: _____ Invoice Date: _____ Date of Install: _____
(please provide copy of invoice/receipt of goods/builders contract showing date of install)

Reported fault: _____

Serial number of damaged unit: _____

How long has the product been in operation? _____

Please return approved goods with a copy of this form to: Aquachem (Vic) Pty Ltd

I hereby acknowledge that the details on this form and all the information I have provided to Aquachem (Vic) Pty Ltd is accurate. I also agree to pay for the services provided by Aquachem (Vic) Pty Ltd, should the fault be due to an issue not covered under the Aquachem (Vic) Pty Ltd Manufacturer's warranty policy.

Signed: _____ Date: _____

Aquachem (Vic) Pty Ltd Office use only

Approved Rejected

Replaced under Sales Order Number: _____

Stock returned to Aquachem (return docket number): _____

Authorised by: _____

Approval Date: _____

Has the issue been resolved? **YES/NO**

If **NO**, give details: _____

Does the Warranty require external labour? **YES/NO**

If **YES** who is completing the work? _____