



NO GOODS ACCEPTED WITHOUT GOODS RETURN AUTHORITY  
 ALL FAULTY RETURNS MUST INCLUDE PHOTOS  
 FORM MUST BE COMPLETED IN FULL

## CUSTOMER FORM RETURN OF GOODS AUTHORITY

A FORM IS REQUIRED TO BE COMPLETED FOR EACH  
 PACKING SLIP

Please complete this form and send to returns@hydroflow.co.nz. P&I will then supply a Returns Authority within 2 working days.

MERCHANT DETAILS		
Merchant*	Branch	Contact Name*
Address/Delivery Details*		
Phone*	Email*	Rep Name
Hydroflow Packing Slip #*	Merchant P/O #	Customer Claim #

\*Required

REASON FOR RETURN				
Reason	Dispatch Error	Pricing	Other	Faulty/Damaged
Select (1 or More)				
Required Section to be completed	Section 1	Section 2	Section 3	Section 4

SECTION 1: DISPATCH						
Original Product Ordered		Product Received		Action Required (Please Select One)		
P&I Product Code	Quantity Ordered	P&I Product Code	Quantity Received	Resend & Credit	Credit Only	Other (Please Comment)
Comments:						

NOTE: Resend and Credit: Original short-supply credited and recharged on resend. Credit Only: Credited for short-supply and no resend.

SECTION 2: PRICING ERROR			
Pandi Product Code	Price Charged	Quoted Price	Pandi Quote Number
Comments:			

NOTE: Difference in quoted and charged price will be credited.

**SECTION 3: OTHER REASONS**

Hydroflow Code	Quantity	Reason for Return
Comments		

*NOTE: Value of credit is determined on original invoiced price. Restocking Fee may apply.*

**SECTION 4: PRODUCT FAULTY / DAMAGED**

Product Code:	
Description of Fault:	

*NOTE: Please include photographs of product and presumed fault.*

**PLUMBER/GASFITTER DETAILS:**

Plumber:		Phone No:	
Plumbing Company:			
Date of Install:		Call Out Date:	
Installation Address:			
Invoice Attached?	Yes	No	Invoice Number:

*NOTE: If no invoice is attached, this will be taken as an agreement that no invoice is to be claimed.*