

Please complete this form and send to returns@hydroflow.co.nz. Hydroflow will then supply a Returns Authority No. within 2 working days.

MERCHANT DETAILS - PLEASE ENSURE ALL REQUIRED SECTIONS ARE COMPLETED IN FULL

Merchant (Required)	Branch	Contact Name (Required)
Address/Delivery Details (Required)		
Phone # (Required)	Email (Required)	Hydroflow Rep Name
Hydroflow Packing Slip #(Required)	Merchant P/O #	Customer Claim #
Re-send:	Credit:	Rep Replacing:

REASON FOR RETURN

Reason	Dispatch Error	Pricing	Other	Faulty/Damaged
Select (One 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)		
Hydroflow Product Code	Quantity Ordered	Hydroflow 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

Hydroflow Product Code	Price Charged	Quoted Price	Hydroflow 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	

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 labour invoice is attached or noted as pending receipt (tbc), this will be taken as an agreement that no invoice is to be claimed.

INSERT SUPPORTING IMAGES HERE IF APPLICABLE:

OFFICE USE ONLY

Date Processed		RA/BC
Re-Send Sales Order #:		
NZ Couriers Pickup Job #:		