

Please complete this form and send to [returns@hydroflow.co.nz](mailto:returns@hydroflow.co.nz). Hydroflow will then supply a Returns Authority 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 invoice is attached, this will be taken as an agreement that no invoice is to be claimed.

**OFFICE USE ONLY**

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