

Manufacturer's Warranty Claim or Service request

Dear

We are very sorry to hear that you have experienced a problem with your new product.

We can assure you that should there be a production or material fault for which we as the supplier are liable, we will take the necessary steps to rectify or replace the product only in line with the product manufacturer's guarantee. It is our intention for every customer to be happy with his or her purchase for many years to come.

Please be advised that in most cases we find that the fault is with the installation and not the product and in these instances, we have to make a charge to cover the costs of our inspectors. We suggest that you have the installation checked by your installer before you return your documents.

If our inspector finds that, the problem is not caused by a manufacturing or material fault there will be charge of \$150 for metro areas (country areas please check for cost).

Please complete and return the enclosed form and attach a copy of your purchase receipt for the product. We will be unable to progress your request without these documents. Once these are received back, we will contact you to arrange a mutually agreeable appointment for inspection and evaluation of the product.

Please note we do not recognise any scratches, chips or surface damage to any products after 48 hours of delivery to our retailer (place of purchase). All goods are inspected prior to delivery. Any claims for scratches, chips or surface damage is the responsibility of the carrier or retailer from where the goods were purchased.

If you need further assistance, please do not hesitate to contact us.

Yours sincerely

Gro Agencies

Manufacturer's Warranty Claim or Service request

- Manufacturer's Warranty Claim, is a claim against a defective product supplied by the manufacturer within the warranty period.
- Service Request, is a request for assistance with installation or to service a product that is past its warranty period.

Please tick Manufacturer's Warranty Claim _____ Service Request _____



I..... understand and agree that on inspection, if the unit is found not to have a manufacturing fault, is incorrectly installed, has on site damage or is outside of the warranty period I will be charged \$150 for the call out and the first 30 minutes labour, thereafter \$60.00 per hour.

Name.....

Address.....

Suburb..... Postcode.....

Home Ph..... Mobile.....

Product Name..... Code.....

Description of fault.....

Date purchased.....
(Proof of purchase must be attached or we cannot advance your claim)

Purchased from.....

Signed:

Print Name:

Date:

Authority to Resolve installation faults.

I give permission for a Gro Agencies representative to fix any faults that are the fault of incorrect or poor installation. I am aware that I will incur the service fee cost of \$150.

Where possible the faults will be resolved at the time of inspection.

Please note if our authorised service plumber is required to attend that you will then be invoiced by our service plumber for all costs related to fixing the problems including the \$150 inc gst call out fee.

Signed:

Print Name:

Date:

Installers Details

Please confirm you have installed the products inline with manufacturer's instructions.
Note maximum water pressure for cistern internals is 500kpa; Pans not to be installed on Bedding Mix; Basins should not be glued onto counter tops, only sealed at the basin/top edge), Concealed cisterns to have non flexing wall cladding/sheeting (Gyprock, plaster board and the like are not suitable cladding materials for concealed cisterns to suit wall hung pans), with minimum cladding depth of 18mm for standard button installation or 25mm for recessed installation frame. We cannot be held responsible should products be damaged on removal if installation instructions are not followed.

Installer's name.....

Company name.....

License number.....

Water pressure at house.....kpa
(for cistern issues we must have water pressure or we cannot advance your claim)

Contact number.....

Date installed.....

Signed..... Date.....

Report of fault

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Signed:

Print name:

Date: