

FAULTY PRODUCT CLAIM FORM

This form is provided to enable the staff at MacDonald Industries Ltd to provide the best advice and process to enable faulty product replacement or repair. This form must be filled out as comprehensively as possible to prevent unnecessary delays in processing.

Where goods are claimed to be faulty, this form must be sent to MacDonald Industries Ltd as quickly as possible following remedial work being completed or before work has commenced. Where product is to be returned to MacDonald Industries as part of this claim the goods must be returned with the appropriate GRA form completed by the original purchaser.

MacDonald Industries Ltd do not accept any claim without first investigating both the faulty product and the circumstances in which it has been installed. Warranty claims are limited by the terms of warranty supplied with each product or as advertised in MacDonald Industries catalogues and/or website.

MERCHANT DETAILS

Merchant: _____ Branch: _____

Phone: _____ Contact: _____

Email address: _____

Date of purchase: _____

CUSTOMER DETAILS

Name: _____ Home Phone: _____

Work phone: _____ Mobile: _____

Address: _____

Suburb/City: _____

Comments (eg. contact times): _____

PRODUCT DETAILS

Product code: _____

Description: _____

Date of purchase: _____

PROOF OF PURCHASE

Order number / Invoice number / Packing slip number: _____

INSTALLATION DATE

Date installed or delivered: _____

INSTALLING PLUMBERS DETAILS

Name: _____ Mobile: _____

Company: _____

DETAILS OF FAULT

Description: _____

Photos / videos: Attached with your request

MERCHANT WARRANTY ORDER

Order number: _____

(This must be a new order number which will only be used if a suspected fault is not covered under MacDonald Industries warranty or is proven to not be under warranty. This is not your original order number used to purchase product.

NAME AND SIGNATURE OF APPLICANT

Signature: _____ Name: _____

Date: _____

(Signing this confirms you have the authority to do so).

The signing of this request form means you have read/understand and agree to the terms below: MacDonald Industries will replace or repair at our discretion any faulty product. MacDonald Industries will cover directly related lost time incurred by the tradesman due to faulty product. However if the cause of the fault is found not to be manufacturing related or not a MacDonald Industries product, then the originating Merchant/Person of this request will be invoiced by MacDonald Industries for all costs incurred.



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