

RETURNS FORM

Return to: **Euromarc Distribution Centre**
88 Tidal Road,
Mangere, Maunkau,
Auckland 2022

If your purchase arrived and for some reason was not satisfactory, please complete and return this form with the product/s and purchase paperwork. This will assist us in correcting the situation quickly. Returns will be accepted up to 10 days from the date of delivery. If the product/s are damaged or faulty please return them ASAP and within 48 hours. Any product returned must be unused and in the original condition, and is subject to our Terms & Conditions and Returns Policy which can be viewed on the website.

PLEASE PROVIDE AS MUCH INFORMATION AS POSSIBLE TO HELP US PROCESS YOUR RETURN QUICKLY

TODAY'S DATE/...../.....

ORDER NUMBER

YOUR NAME

PHONE NUMBER

EMAIL ADDRESS

METHOD OF PAYMENT

How did your originally pay for order?

☐ CREDIT CARD

☐ CHEQUE

☐ DIRECT BANK CREDIT

DESIRED RESOLUTION

How would you like to proceed?

☐ EXCHANGE

☐ REFUND

☐ WARRANTY

Please note, the resolution will sometimes depend on the circumstances of the return, and we cannot guarantee that the desired resolution will be applicable in each instance.

RETURNED PRODUCT

PRODUCT CODE	DESCRIPTION	QTY	PRICE EACH	PRICE TOTAL
.....				
.....				
.....				

REASON FOR RETURN (tick one)

- ☐ Product/s damaged in transit
- ☐ Product/s not suitable for application Product/s not satisfactory
- ☐ Product/s are faulty
- ☐ Product/s incorrect

ADDITIONAL DETAILS / EXPLANATION

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PRODUCT EXCHANGE If you wish to exchange a product, please state the new product/s you wish to order.

PRODUCT CODE	DESCRIPTION	QTY	PRICE EACH	PRICE TOTAL
.....				
.....				
.....				

REFUNDS Any refunds will be made straight back to you in the same way as we received your payment initially.

BANK ACCOUNT DETAILS

(where original payment was made by direct bank credit)

ACCOUNT NUMBER

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ACCOUNT NAME

CREDIT CARD DETAILS

(where original payment was made by credit card)

CREDIT CARD TYPE EXPIRY DATE/...../.....

CARD NUMBER

NAME ON CARD