

Product Service

DATE:

BRANCH:

Customer Details

ACCOUNT NUMBER:

CUSTOMER NAME:

ADDRESS:

PHONE:

Product Details

PRODUCT:

PURCHASE DATE:

PROBLEM (in as much detail as possible):

If fault is not a product fault or is not covered by warranty there will be a minimum service charge of \$60.00 + GST

HAS CUSTOMER BEEN ADVISED:

Yes

Service Details

DATE:

SERVICED BY:

IS THE PRODUCT FAULT COVERED BY WARRANTY?

Yes

Warranty Account to be invoiced

(Invoice copy to be attached)

No

Customer to be invoiced

(Invoice copy to be attached)

ACTION TAKEN:

PRODUCT WARRANTY APPLIES TO MANUFACTURING FAULTS ONLY:

Excludes incorrect installation, misuse or normal wear and tear.

Hansa Tapware - **5 years** from date of purchase.Hansa Slider Assemblies **1 year** and Shower Hoses - **2 years** from date of purchase.Vitra Toilet Seats - **1 year** and Cistern Mechanisms - **2 years** from date of purchase.All other products - **5 years** from date of purchase.