

THE HVAC SHOP

Airflow Engineering (SI) Ltd

RETURN MERCHANDISE AUTHORISATION REQUEST FORM

To obtain an RMA from Airflow, please complete all details below and return the form to:

Airflow - The HVAC Shop – email: sales@thehvacshop.co.nz

Return Address: Unit 2, 3 Langstone Lane, Northcote, Christchurch

PLEASE PROVIDE ALL INFORMATION REQUESTED

FAILURE TO DO SO MAY DELAY APPROVAL OF YOUR RMA REQUEST

Completing this form implies that you have read and understood our Warranty & Return Policy on our website www.thehvacshop.co.nz

Request is for: Warranty service Non-warranty service Credit

Customer Information		Product Information	
Company Name:		Brand / Model:	
Name of Contact:		Purchase Date:	
Phone number:		Serial Number:	
Invoice Number:		Date of Request:	
E-mail address:			

**WAIT UNTIL YOU RECEIVE AN RMA NUMBER BEFORE RETURNING ANY GOODS TO AIRFLOW-THE HVAC SHOP.
PLEASE ENCLOSE A COPY OF THIS COMPLETE AUTHORISATION WHEN RETURNING THE GOODS IT COVERS.**

Terms

1. Proof of purchase i.e., Invoice number must be supplied
2. Customer is liable for damages caused by inadequate packaging of returns.
3. All sections of this form must be filled out prior to an RMA being issued.
4. please quote the RMA number when making any phone enquiries.
5. No forward replacements issued.
6. Issue of RMA number does not imply that we will replace or repair goods free of charge, nor does it imply that a credit will be due.
7. Once issued, the RMA number is valid for seven days only goods must be returned within this time.
8. We will not accept returns of products caused by a change of mind.
9. All products returned must be complete with all original boxes, packaging, codes, instruction sheets and/or manuals and accessories as supplied.
10. All products (and packaging) returned must be in an undamaged condition.
11. Any products returned by you for a credit will attract a re-stocking fee of 20% of the sale price or \$20 whichever is the greatest.
12. You are responsible for freight charges and should insure the products against loss.
13. Due to some manufacturers' policies, we cannot always accept returned product unless a return merchandise authority is obtained directly from the manufacturer.
14. Products will be accepted for return or credit, only in accordance with our returns policy.
15. We reserve the right to refuse returned goods if, in our sole opinion, any of the above conditions have not been met. In the event of such refusal, we will return the goods to you at your risk and expense.

AIRFLOW ENGINEERING (SI) LTD THE HVAC SHOP
UNIT 2, 3 LANGSTONE LANE NORTHCOTE CHRISTCHURCH
PHONE +64 3 365 6278 EMAIL SALES@THEHVACSHOP.CO.NZ
WWW.THEHVACSHOP.CO.NZ

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Reason for Return

Please note that goods returned under warranty will be inspected and tested in our facility before any replacement will be offered.

If (in our sole opinion) we determine that the fault has been caused by incorrect installation, we will not be liable to replace the item/s.

I understand and agree to the terms above: (signature required):

Signed: _____

Name: _____

Date: _____

RMA NUMBER:

REMEMBER
NO RMA NUMBER DON'T RETURN IT!

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