



## PRODUCT RETURN FORM

### CUSTOMER INFORMATION

**NAME**

**BUSINESS NAME**

**STREET ADDRESS**

**CITY / POSTCODE**

**EMAIL**

**PHONE**

ENCLOSE RETURN FORM WITH PRODUCT IN WELL-SEALED BOX. TO

**Deeco Services Ltd.**  
**ATTN: Returns**  
**21 Regent street**  
**Petone, 5012**

**RETURN ITEM DESCRIPTION – All Cells in each row must be filled. Invoice No. must be provided for us to process the return.**

<b>DEECO INVOICE NO.</b>	<b>PRODUCT DESCRIPTION</b>	<b>QTY</b>	<b>REASON FOR RETURN</b>

**ADDITIONAL INFORMATION ABOUT RETURN (optional)**

# TERMS AND CONDITIONS OF TRADE

## SUPPLY:

- **6.1** Delivery – Deeco does not accept liability for variations at the time of delivery. Delivery periods are given in good faith based on the information available at the time of order. All products quoted as ex-stock are subject to availability on the date of placement of the order.
- **6.2** Non stock items ordered by Deeco for the Customer on indent from overseas suppliers are non-returnable and must be paid for in full including applicable currency exchange rate variation.
- **6.3** Returns/Credits – No goods will be accepted for return or credit after 21 days from receipt of goods by the Customer. A minimum restocking fee of 15% invoice value will be charged on all unused goods sent for credit or exchange. Returns/Credits are not applicable to Non stock items (refer 6.2).
- **6.4** Goods damaged in Transit – The carrier must be advised of the damaged condition of goods at the point of delivery. Any goods unconditionally accepted from the carrier upon delivery, are not able to be later claimed as damaged against the carrier or Deeco. Damaged goods must be registered against the carrier first with any subsequent claim on Deeco being accompanied by the Customer's registration on the carrier and the carrier's response.

## WARRANTY

- **7.1** Deeco considers all goods sold to be suitable for sale within the manufacturers specifications unless specifically sold as second grade of damaged material "as is where is".
- **7.2** The goods are supplied with the original manufacturer's warranty which will apply for a period nominated by the manufacturer. Within this period, any defective product proved to be caused by faulty workmanship or faulty materials, when correctly installed and used in a normal manner, will be repaired at the manufacturer's option, providing that the product is sent to the manufacturer's factory or to Deeco Wellington, with all transport charges prepaid by the Customer. This warranty does not apply to damage or malfunction resulting from accidents, damage in transit, misuse or neglect. No allowance will be made for labour, for removal or reinstallation of any so-claimed defective products.
- **7.3** The liability of the Deeco to the customer shall not in any case exceed the purchase price of the goods in respect of which such liability arises and the limitation shall apply to all the liability howsoever arising.
- **7.4** Where the Customer is a company or a person in trade the Consumers Guarantee Act 1994 does not apply

## ADDITIONAL INFORMATION

Deeco Services Ltd.  
Attn: RETURNS  
21 Regent Street  
Petone, 5012 Lower Hutt  
phone: 0800 433 326 | email: [service@deeco.co.nz](mailto:service@deeco.co.nz)