

CPH Group
19-22 Success Way
Corio VIC 3214

ABN 24 360 700 342
freecall: **1800 555 060**
fax: 1300 555 070
email: customerservice@cphgroup.com.au

Date _____

Goods Pick Up Details:

Company Name _____	Contact Name _____
Address _____	

Postcode _____	
Phone number _____	Email Address _____

Product Details:

Original Invoice Number/s _____

Product Code/s _____

Quantity of Product/s _____

Reason for Return

<p>OFFICE USE ONLY</p> <p>Raised by: Name _____</p> <p>Return Method: Courier <input type="checkbox"/> _____ Pick up (Rep) <input type="checkbox"/> _____ Other <input type="checkbox"/> _____ To be Arranged by _____</p> <p>Return Type: <input type="checkbox"/> Claim - Defect <input type="checkbox"/> Return to Stock <input type="checkbox"/> Damage - Transit</p> <p>Authorised by: Name _____ Date _____ Signed _____</p>	<p>CPH Case Number: _____</p> <p>Received by Dispatch: Name _____ Signed _____ Date _____ Quantity _____</p>
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RETURN MATERIAL REQUEST TERMS AND CONDITIONS:

- Customer must return the product(s) to CPH Group only after approval is issued by CPH Group. Return Material Request (RMR) number and copy of the invoice is required on the outside of the packaging (so the package can immediately be identified for assessment).
- All products must be returned in original packaging, specifically no fault items must be returned unopened with all seals undamaged. A Handling Fee of 15% applies to all No Fault Returns.
- In case of future enquiry regarding the returned good(s), Customer must provide proof of delivery or consignment information to confirm the delivery of the goods.
- Any physical damage incurred on the faulty product due to misuse of the product will cancel the guarantee and is the Customer's responsibility.
- All credits, replacements and repairs will depend on vendor's directives for the return of the faulty products. Replacement and return may result in the delays due to CPH Group stock availability.
- For any returned faulty goods to CPH Group, if no fault is found after testing, then the Customer will be responsible for any charges incurred for testing.
- Return of the following will not be accepted: cut lengths of vinyl, cut sheets and non-stocked specially manufactured items.

CHECKLIST:

- I have included a copy of the Original Invoice.
- I have included all support material such as:
 - print samples
 - technical fault reports
 - site photos
- I have clearly outlined the reason for return.
- I agree to the terms and conditions stated.

Please note: Return materials should well packed and sent via the approved method/courier as determined by CPH Group to:

CPH Group Returns
19-22 Success Way, Corio Victoria 3214
Freecall: **1800 555 060** Fax: 1300 555 070
Email: customerservice@cphgroup.com.au

RETURN MATERIAL REQUEST PROCEDURES

PURPOSE

To maintain and establish a uniform system to investigate and action any general returns for incorrect orders shipped, duplicated order shipments and other returns ONLY when approved by CPH Group.

The aim is to credit the Customer after the Return Material Request (RMR) form has been approved by CPH Group, the goods have been received by CPH Group and proven to be in a pristine condition, as confirmed by CPH Group.

GOODS DAMAGED IN TRANSIT

To claim replacement or reimbursement for goods damaged in transit, the Customer must, at the time of receiving the goods, note clearly on the freight company docket a consignment note "Goods received damaged".

CPH Group should then be notified within 24 hours, with clear supporting photographic evidence of the damage.

GENERAL RETURN PROCEDURE - WITHIN 7 DAYS

The Customer, on receipt of the delivered goods sent in error by CPH Group, is to complete the RMR form. The RMR form needs to be submitted to CPH Group within 7 days from date of delivery of goods. Additional RMR forms are available on the CPH Group website. (www.cphgroup.com.au/returnsrefunds).

1. The Customer must complete the RMR form and clearly identify why new stock is being returned.
If the Reseller has any questions regarding the RMR please call 1800 555 060.
2. Customer must supply: Account Code, Invoice Number, Product Code and Quantity of the product(s) that need(s) to be returned and the reason for the return.
3. If approved a confirmation number and return instructions will be emailed to the email address submitted on the RMR form.
4. Returned goods must be in original pristine condition box, no labels placed on product and the packaging unopened.
5. Where a return is approved by CPH Group, a Return Material Request confirmation number will be required with returned shipment of the goods. Any goods shipped without an RMR confirmation number will not be accepted.
6. Damage will be subject to verification by CPH Group on receipt of returned goods.

FAULTY PRODUCT RETURN PROCEDURE - WITHIN 14 DAYS

The Customer, upon finding the delivered goods to be faulty, is to complete the RMR form. The form needs to be submitted to CPH Group within 14 days from date of delivery of goods. Additional RMR forms are available on the CPH Group website. (www.cphgroup.com.au/returnsrefunds).

1. Customer must follow the General Return Procedure and supply: Account Code, Invoice Number, Product Code and Quantity of the product(s) that need(s) to be returned and clearly outline the fault details for each product that needs to be returned.
2. CPH Group will organise a credit, replacement or repair for the return of faulty products. Replacement of goods may be delayed depending on CPH Group stock availability.
3. Any physical damage incurred on the faulty product due to the misuse of the product will void the guarantee and is the Customer's responsibility.
4. If CPH Group approves an RMR for return under guarantee, CPH Group is responsible for freight to the CPH Group warehouse. CPH Group will be responsible for return freight of the product as soon as it has been exchanged, for replacement or repair returns only.
5. All faulty products must be returned in pristine condition with all accessories and/or components enclosed.

GLOSSARY

GUARANTEE PRODUCTS

A 'guarantee' product is a faulty product that failed within the guarantee period.

FAULTY PRODUCTS

A 'faulty' product is a product returned by the Customer to CPH Group that failed to operate in accordance with its functional specifications.