



Returns Policy and Procedures Wholesale account holders

To clarify and improve the Returns process we have set out below our revised Policy and Procedures which is operative from 1st January 2018.

Smiths' products are covered by a 2-year manufacturer's warranty (from the date of manufacturing) against faulty products provided the product was fitted by a registered Electrician/Plumber OR an approved service agent. The cost of installing a replacement product under this warranty is payable by the customer.

Please note: In the case of a water heating element this warranty does not cover failure due to corrosion, liming, build-up of water impurities, incorrect water treatment or being operated without water covering element. For fan elements, overheating caused by the incorrect operation of the fan or fan motor is not covered by this warranty.

PROCESS:

- Contact sales/customer service to generate GRA by phoning us on 0800 437 638 or emailing the details to sales@smithsnz.co.nz
- All returns must be accompanied by the invoice or purchase order number. If this is unknown, then it may be obtained by contacting the sales or customer service team on 0800 437 638
- All products being returned as faulty must have their manufacturing date stamp, where possible, checked first. This is to clarify whether the product is still under warranty before obtaining a GRA number.
- We reserve the right to refuse a credit where the goods have been damaged by a Tradesperson, improperly used, or not installed by a Registered Electrician/Plumber.
- All items for resale are to be returned within 60 days.
- A 20% restocking fee applied for those goods returned for resale, unless prior approval has been obtained from Smiths.
- No stock in working order will be accepted back if the item is returned after 60 days.
- Any specially procured products are non-returnable where the packing slip is marked non-returnable.

Smith Elements and Controls

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e sales@smithsnz.co.nz

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Warranty Claim Form & Returns Policy

SMITHS GRA NO* _____ Date: _____
Contact our Sales Team 0800 437 638

Company Name: _____ Branch: _____

Contact Person: _____ Branch Return No: _____

Installer Name:** _____ Phone Number: _____

*(**Our Products must be installed by a Qualified Electrician, Plumber or approved installer)*

Product Details

Item Part Code: _____ Description: _____

Purchase Date: _____ Date Installed: _____

Details of the fault: *(Please be specific to avoid unnecessary delay and your claim being declined)*
