###

### Defective Product Claim Form

### Date

Thank you for purchasing and sorry you are having an issue. We hope that we can resolve the issue that you are contacting us about. We understand that sometimes defects happen and we will do our best to help. The following form must be filled before the issue can be resolved. Thank you for your patience as we promptly address your claim.

|  |
| --- |
| YOUR PERSONAL INFORMATION |
| First Name |  |
| Last Name |  |
| Address |  |
| City, Post Code |  |
| Email |  |
| Phone Number |  |

### PRODUCT INFORMATION & COMPLAINT

|  |  |  |  |
| --- | --- | --- | --- |
| Product Name |  | Product Model Number |  |
| Order Date |  | Delivery Date |  |
| Warranty |  | Order Number |  |
| Description of the type of damage or fault:  |
|  |
|  |
|  |

Make a copy of the sales receipt showing you as the original purchaser, plus photos evidencing the problem, and a photo of the product barcode or batch number.

Present instore or email this form, pictures, and a copy of your receipt to info@roofrackstore.com.au.

We will then submit all the documentation for a review to the relevant manufacturer.

You will be contacted with the results of the investigation as soon as the manufacturer advises us of the outcome.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |
| Customer Signature |  | Date |  |  |  |  |  |