

# ONLINE RETURNS FORM

Returns accepted within 30 days from the date on invoice.

PLEASE ENSURE ALL RETURNED ITEMS ARE IN THEIR ORIGINAL, SELLABLE CONDITION INCLUDING ORIGINAL PACKAGING.

> Send package & form via insured carrier to:

**Plumbing World - Distribution Centre**  
101 McLaughlins Rd  
Wiri, Auckland 2104  
New Zealand

## PLEASE READ:

>Indicate the reason for return and fill out correlated section in detail.

>**IMPORTANT** - For every return we need

- Copy of Packing Slip & Invoice
- Completed Online Returns Form
- Returned Item(s)

>For assistance, contact [info@plumbingworld.co.nz](mailto:info@plumbingworld.co.nz) with your order number

## INDICATE DESIRED CHOICE:

1. RETURN/REFUND

Product(s) being returned will be refunded within 4-7 working days.

You are responsible for the payment of the return delivery. Alternatively, return to your local Plumbing World branch.

2. EXCHANGE

Product(s) being returned will be refunded and a new order will be created and charged.

You are responsible for the payment of the return delivery. Alternatively, return to your local Plumbing World branch.

3. FAULTY/DAMAGED

Returning item(s) sent in error.

Instructions: Fill out this form - contact 'info@plumbingworld.co.nz' within 12hrs of delivery drop off for complementary pickup or go into your local Plumbing World branch with necessary items.

4. DISPATCH ERROR

Returning item(s) sent in error.

Instructions: Fill out this form - contact 'info@plumbingworld.co.nz' within 12hrs of delivery drop off for complementary pickup or go into your local Plumbing World branch with necessary items.

ORDER NO: \_\_\_\_\_ FIRST NAME: \_\_\_\_\_ LAST NAME: \_\_\_\_\_

CONTACT NUMBER: \_\_\_\_\_ REGISTERED EMAIL: \_\_\_\_\_

REASON FOR RETURN: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

## 1. RETURN/REFUND

Product(s) being returned will be refunded and paid back within 4-7 working days. You are responsible for the payment of the return delivery to our Distribution Centre.

PRODUCT: \_\_\_\_\_ QUANTITY: \_\_\_\_\_ COLOUR: \_\_\_\_\_

PRODUCT: \_\_\_\_\_ QUANTITY: \_\_\_\_\_ COLOUR: \_\_\_\_\_

## 2. EXCHANGE

Product(s) being returned will be refunded and a new order will be created and charged. You are responsible for the payment of the return delivery to our Distribution Centre.

If you are wanting to exchange your product(s) for something else, please fill out the following:

PRODUCT: \_\_\_\_\_ QUANTITY: \_\_\_\_\_ COLOUR: \_\_\_\_\_

PRODUCT: \_\_\_\_\_ QUANTITY: \_\_\_\_\_ COLOUR: \_\_\_\_\_

Product you would like to exchange it for: NOTE - 'SHOP ONLINE' PRODUCTS ONLY (i.e. Tapware and Accessories only)

PRODUCT: \_\_\_\_\_ QUANTITY: \_\_\_\_\_ COLOUR: \_\_\_\_\_

PRODUCT: \_\_\_\_\_ QUANTITY: \_\_\_\_\_ COLOUR: \_\_\_\_\_

Branches Nationwide  
[plumbingworld.co.nz](http://plumbingworld.co.nz)

plumbingworld  
*home*

### 3. FAULTY/DAMAGED

Returning product(s) that is faulty or damaged.  
PLEASE READ DELIVERY OPTIONS BELOW.

PRODUCT: \_\_\_\_\_ QUANTITY: \_\_\_\_\_ COLOUR: \_\_\_\_\_

PRODUCT: \_\_\_\_\_ QUANTITY: \_\_\_\_\_ COLOUR: \_\_\_\_\_

### 4. DISPATCH ERROR

Returning item(s) that was sent in error or what was supplied needs replacement.  
PLEASE READ DELIVERY OPTIONS BELOW.

PRODUCT: \_\_\_\_\_ QUANTITY: \_\_\_\_\_ COLOUR: \_\_\_\_\_

PRODUCT: \_\_\_\_\_ QUANTITY: \_\_\_\_\_ COLOUR: \_\_\_\_\_

#### DELIVERY OPTIONS - FAULTY/DAMAGED GOODS AND DISPATCH ERRORS ONLY.

**Option 1 - Please contact info@plumbingworld.co.nz within 12 hours of delivery drop off to receive a complementary pickup.**  
Requests for complementary pickups outside of the 12 hour window will be authorised on a case by case basis.

Option 2 - Fill out form, and send to our Distribution Centre, along with damaged goods. If there is cost for the return of goods, you will be reimbursed by Plumbing World via original payment method. Please provide delivery receipt (attach below).

Option 3 - Go into your local Plumbing World branch with this form, goods/incorrect parts and invoice/packing slip.

For any assistance, please contact us at info@plumbingworld.co.nz

#### Refund to Credit Card

The refund will be returned to the same credit card used in the purchase. Your card number is not required.  
It can take up to 4-7 working days for the refund to be processed by your bank and appear in your account.

### DELIVERY RECEIPT

### OFFICE USE ONLY

ATTACH HERE

APPLICABLE TO FAULTY/DAMAGED GOODS  
AND DISPATCH ERRORS ONLY.

Delivery fee will be reimbursed by  
Plumbing World via original payment method.

Ecommerce Manager/AR Team can issue online refunds.

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

BRANCH: \_\_\_\_\_

STAFF MEMBER: \_\_\_\_\_

COMMENTS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

SIGNATURE: \_\_\_\_\_