

RETURN REQUEST FORM

For further information on unloading or storing products:

Do not attempt to return goods until this form has been submitted to INFRAPIPE and a response then received from INFRAPIPE authorising return freight.



SECTION A - CUSTOMER & PRODUCT DETAIL

Customer name	
Branch (if relevant)	
Sales Order number	
Contact person	
Phone number	
Comments	

(It is assumed that the email address this form is submitted from is to be used for communication)

This form caters for product which is Unwanted (U), Damaged (D) or Out of Spec (O). Please use these letters to indicate which reason applies to which products in the column below. For products that are D and S please confirm the nature of the damage/defect for each product type.

Code	Qty	Reason?	Detail

SECTION B – DEFECTIVE/DAMAGED PRODUCTS

- Submit this form with photographic evidence for each product.
- For damaged product photographs must have been taken at the time of delivery.
- Submit the Delivery Note.

For Damaged product, did the driver admit liability?	
For Out of Spec product, is an alternative, partial or lower value use solution proposed?	
For Damaged product, is an alternative, partial or lower value use solution proposed?	

SECTION C – FOR UNWANTED PRODUCTS

- There is a restocking fee of 15% on all stock items.
- Customers are also liable for freight in both directions, even if the product is sold Free Into Store.
- Custom Items (including INFRAPIPE) are not eligible for restocking. Products may be accepted at recycling value only (this is calculated after recycling costs and freight costs).
- INFRAPIPE will nevertheless make reasonable endeavours to find an alternative purchaser and if so may repurchase the product for a partial credit and require the customer to load the product when requested.
- Unwanted products include situations where a customer has submitted the wrong code or quantity and the mistake has only been corrected after manufacture (of custom items) or dispatch (of stock items).

SECTION D – SUBMISSION

Please submit this form in Word (for INFRAPIPE to process) and in pdf (for your records and ours), accompanied by copies of any prior communications relating to this matter, to sales@infrapipe.co.nz, copy to the sales person you normally interact with.

This form should be submitted within 7 days of receipt of the products.

Note that the submission of an RRF for some Damaged or Out of Spec items on an Invoice does not excuse the customer from the obligation to pay for the remainder of the invoice for undamaged goods received on time.

For the avoidance of doubt, invoices for goods which are now unwanted must be paid in full when due and the handling of any subsequent credit occurs separately.

SECTION E – INFRAPIPE RESPONSE

INFRAPIPE will reissue this form with the action to be taken for each product or group of products. These actions include:

- INF will arrange return freight and **Credit** at full value.
- Customer to arrange and pay return freight, a **Restocking fee** will be charged.
- A **Partial Credit** has been negotiated.
- A Further **Investigation** is required.
- Products accepted at **Recycling value** (after freight) only.
- The Return Request is **Denied**.

Code	Qty	Outcome and Details

Where it is accepted that products are defective or damaged, a revised invoice for the satisfactory goods only will be issued, which should be paid when the original invoice will fall due. In addition, return freight or alternative disposal will be proposed by INFRAPIPE.

When the actions above have been completed by the Customer, INFRAPIPE Must be informed.

For products to be returned or otherwise freighted, see these instructions:

Freight	
Packaging / Dunnage	
Product rework	
INFRAPIPE notification	
Other	

SECTION F – INFRAPIPE INTERNAL

Note this is not the NCR under ISO, this Section ensures customer interaction and stock level resolution.

Code	Qty	INTERNAL Outcome and Details

Then this form is printed and circulated for the following signatures:

Invoices correct	
Credits correct	
Stock levels correct	
NCR initiated	
GM Review	
Other (GM specify)	

More information:

- [INFRAPIPE - Terms and Conditions](#)
- [INFRAPIPE - Project Terms and Conditions](#)
- [INFRAPIPE - How to maintain your warranty](#)

CONTACT OUR TEAM



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