

INSPECTION ON DELIVERY

For further information on unloading or storing products use this QR code:



PREPARATIONS

- Have a flat unloading area clear and dry with dunnage available.
- Have the unloading equipment ready with lifting equipment if needed.
- Have a phone with working camera, ideally internet connected.
- The paperwork with the pipe will include the delivery note.

INSPECTION

- Inspect each pipe or crate of pipes whilst in the air as they are offloaded without occupying a position under the load.
- Damaged crates or packaging should be noted.
- Inspect each end of the pipe and the interior.
- Inspect EF wire if fitted.
- Inspect the flanges of fittings.
- Inspect the exterior of the pipes.
- Photograph any damage or other irregularity immediately.
- Count and check pipes, fittings and loose objects such as rubber rings.
- Sign off paperwork with the driver, all defective items must be reported on the delivery note.

REPORTING

Should you believe the product to be out of specification for whatever reason, please follow the steps below. Do not attempt to return product on the delivery truck, it is not authorised to do this.

IMMEDIATELY EMAIL PHOTOGRAPHS TO INFRAPIPE

- Use the address sales@infrapipe.co.nz and state the customer name or delivery address, that will be sufficient. Full information is not needed at this point, just timely proof that the item was out of specification on arrival.

SUBSEQUENTLY FOLLOW UP WITH RETURN REQUEST FORM

- Use the INFRAPIPE Return Request Form, follow the instructions and send it to the email address on the form.
- Wherever possible, this should be done within 48 hours to ensure the quickest resolution to the issue.

[Download Return Request Form](#)

[Download Return Policy](#)

