



STOCK RETURN / WARRANTY CLAIM Request Form

This form **MUST** be completed, sent to Cleanstar head office and approved prior to returning any product/s to our warehouse for credit, repair, replacement or when seeking a warranty claim. A reason for a return may include (but not limited to) the following:

- **Stock damaged in transit**
- **Incorrect goods ordered**
- **Products received do not correspond to purchase order**
- **Warranty claim (i.e. faulty product, etc)**

Claims must be made within seven (7) days of purchase. Once Cleanstar has had the opportunity to assess and consider your stock return request, we will contact you with the outcome of your request and provide further instructions.

Note: In some cases with faulty vacuum cleaners and appliances, we may ask you to cut off and return the electrical plug only.

Cleanstar reserves the right, at its **absolute discretion**, to:

- Determine whether to provide you with a credit, repair or replacement item as appropriate
- Apply a re-stocking fee of up to 20% of the original purchase price
- Assess the condition and age of the returned goods (including its packaging) prior to authorising a credit, repair or replacement
- Refuse a credit, repair or replacement under certain circumstances

CONTACT DETAILS

Company Name: _____ Date: _____

Contact Person: _____

Address: _____

Suburb: _____ State: _____ Postcode: _____

Phone/Mobile: _____ Email: _____

PRODUCT DETAILS

Product Code	Product Description / Serial Number	Qty	Unit Price \$ (ex. GST)

NOTE: If you require further space to list products, please provide details over page.

Original Purchase Date: _____ Customer Purchase Date: _____
Please attach copy of customer invoice/receipt

Cleanstar Invoice Number that stock relates to: _____

Please outline the specific reason/s why the stock is being returned or claimed under warranty:

*** **PHOTOS:** To assist us, please attach supporting **photo/s** showing faulty/damaged goods where applicable.

PLEASE SEND THIS COMPLETED FORM TO:

- Email: warranty@cleanstar.com.au
- Fax: (03) 9460 5666
- Mail to: Cleanstar, 59 Radford Road, Reservoir VIC 3073

Office Use Only

Accepted Not accepted

Re-stocking fee
 No Yes _____ %

Method of return _____