

WARRANTY REQUEST FORM

Item: _____	Item Code: _____	Date: ____/____/____
Manufacturer: _____	Warranty Request No: _____	
Brand: _____	Goods Return Docket: _____	
Model: _____	Returned Via: _____	Date Rec'd: ____/____/____

Purchaser/User Details: _____ Telephone: _____

Address: _____
 _____ State: _____ Postcode: _____

Application Details (these details enable manufacturer to improve product design and life) Depth of Water: _____

Description of the use: e.g. How was the item installed and how long did it work for? Pond/Reservoir Size: _____

- | | | |
|---|--|---|
| Primary Use: <input type="checkbox"/> Aquarium
<input type="checkbox"/> Fountain Nozzle
<input type="checkbox"/> Cascade/Stream
<input type="checkbox"/> Filtration
<input type="checkbox"/> Statuary
<input type="checkbox"/> Other | Water Condition: <input type="checkbox"/> Fresh Water
<input type="checkbox"/> Salt Water
<input type="checkbox"/> Transparent
<input type="checkbox"/> Green/Algae
<input type="checkbox"/> Brown/Silt
<input type="checkbox"/> Hard Water | Type of Pond/
Aquarium: <input type="checkbox"/> Glass/Acrylic
<input type="checkbox"/> Pond Liner
<input type="checkbox"/> Fibreglass
<input type="checkbox"/> HDPE
<input type="checkbox"/> Concrete
<input type="checkbox"/> Cement Rendered |
|---|--|---|

Retailer Details: _____	Claim No: _____
Address: _____	
_____ State: _____ Postcode: _____	
Telephone: _____ Email: _____	
Service Agent (if different to retailer): _____	
Warranty Card Provided? Yes <input type="checkbox"/> No <input type="checkbox"/> Proof of Purchase Provided? Yes <input type="checkbox"/> No <input type="checkbox"/>	
What did the Customer say was wrong with the Product? _____	

<u>Item Details</u>	
Batch No (Label): _____ Mould Stamp: _____ Defect Claim Code: _____	
What did you observe to be defective? _____	

Cause of Failure/Defect: _____	

Action Taken By Us

We will honour all manufacturers' warranties on water garden products sold through us. The period of guarantee varies according to the product type and make. The guarantee, unless stated otherwise by the manufacturer's warranty card, is limited to free replacement of defective parts/units and does not cover freight or indirect or resultant costs incurred by the owner or retailer.

As we have no control over the water quality the item is used in, rotor warranty is limited to one year and does not cover failure due to wear as opposed to defective construction, except in cases of extreme premature failure.

We reserve the right to full inspection of equipment before honouring this claim.

We reserve the right to refuse unreasonable and invalid claims.

We reserve the right to refuse claims without Proof of purchase or Warranty documentation.

Defect Claim Codes

- | | | | |
|-------------------------|-----------------------------|-------------------|---|
| 01 – Cable Defect | 02 – Stator Defect | 03 – Shaft Defect | 04 – Moulding or plastic/Materials defect |
| 05 – Composite Defect | 06 – Performance defect | 07 – Noisy | 08 – Rotor Defect (incl. demagnetization) |
| 09 – Electronics defect | 10 – Seal/Watertight Defect | | 11 – Out of tolerance/settings |