



Service Request / Damaged Goods Claim



P_____

**All fields must be filled out completely. Please circle/tick appropriate options.
Failure to complete the form in its entirety will void the claim.
Proof of purchase must be attached otherwise the claim will not be processed.**

Service request / damaged goods claim requested by: (Business who sold the item)						
Contact person:				Contact number:		
Owner name: (End User)						
Owner address: (End User)						
Suburb:			State:		Postcode:	
Telephone:		Mobile:			Email:	
Product type: (Please Circle)	*Chlorinator <i>Requires latest water test results</i>	Cleaner	Pump	Filter	Accessory	Other (Please describe): _____
*If Chlorinator, Water Test attached: Yes <input type="checkbox"/>		Proof of purchase attached (required): Yes <input type="checkbox"/>		Photos attached: (maybe required) Yes <input type="checkbox"/> No <input type="checkbox"/>		
Product Model No.:		Product Serial No.:			Motor Serial No. (For Pumps only): - - - - -	
Purchase date:				Failure date:		
Purchased from:				Installed by:		
Description of issue: 						
<u>Shop / Authorised Agent</u>				<u>End User</u>		
I have read and understand the Terms & Conditions. I understand if a signature cannot be obtained by the End User, that _____ (Business Name) takes responsibility for any decisions made, and any applicable fees if the item is deemed to not be covered by this claim or any warranty that may apply.				I have read and understand the Terms & Conditions. I understand fees may apply if the item is deemed to not be covered by this claim or any warranty that may apply.		
Staff Signature: _____				End User Signature: _____		
Date: _____				Date: _____		

Terms & Conditions: The POPS Group Pty Ltd warrants Pool Pro Products to be free from defects in materials and workmanship. Refer to the item's warranty card. The End User is responsible for any shipping charges associated with returning the item to the manufacturer or authorised appointed agent by the manufacturer for assessment and/or repair. If item is deemed to not be covered by any warranty, repair costs and return shipping charges will apply and be payable to The POPS Group Pty Ltd. For information about repairs or replacement parts, or questions about your service request please call our Service Department on 1800 143 788.

<p>Send this form along with proof of purchase to any of the following options or download the form online.</p>	<p>Post: The POPS Group Pty Ltd, PO Box 4183, Loganholme DC Qld 4129 Fax: 1800 778 820 Email: service@poolpro.com.au Online: www.poolpro.com.au/serviceclaim</p>
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