



Tel / WhatsApp: 081 241 0650

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PRODUCT ASSESSMENT AND RETURNS AUTHORIZATION FORM

(Please PRINT when filling in the form)

Name & Surname: _____

Company Name: _____

Collection / Delivery Address: _____

Postal Code (NB): _____

Email: _____

Contact No: _____

DESCRIPTION OF GOODS AND PROBLEM:

Alt. No : _____

Product Name: _____

Model No: _____

Date of Purchase: _____

Less/More than 3 months old: _____

Serial No: _____

Purchased from: _____

PLEASE SUPPLY PROOF OF PURCHASE IF CONSIDERED TO BE A WARRANTY CLAIM

Describe, in FULL detail, what the issue is and in the case of a malfunction, state exactly what you were busy processing at the time that the machine stopped working, or became faulty (We need as much information as you can give us to assess the problem). Images of broken parts should accompany this form.

RETURN OF PRODUCT

Circle your choice

Conglomerus Service Centre Third Party Courier and Delivery or Your own collection and delivery

- 1. I would like to send the item with my own delivery service YES
2. I would like Conglomerus Service Centre to collect the above mentioned item using their Courier Service subject to T's & C's YES

All products are accepted for repair under the following Terms and Conditions

1. SCALED DELIVERY CHARGES

- 1.1. If the product is less than 3 months old and is found to be defective it will be repaired free of charge and collected from me and delivered back to me free of charge
1.2. Charges to the customer for collection and delivery, by the courier used by Conglomerus, will be scaled as follows: 1-3 months = Free; 4-6 months = 50%; 7-12 months = 75%; 13 months = 100% freight costs.
1.2.1. I accept that should the product be collected by Conglomerus Service Centre's Third Party Courier, and it is damaged while in transit due to insufficient packaging, the liability will be for my account, and if the damage is as a result of the Third Party Courier, compensation will be in line with the transit insurance held by Conglomerus Service Centre.

2. If the product is found to be in good order, and not defective, the full cost of collection from me, and the full cost of return to me, via courier, will be for my account.

3. If the product has been returned and the "solution" is found to be "DIY", the full collection and return will be for my account. "DIY" means if the machine needs a replacement part that can be ordered on the Online Store and fitted by you, the customer.

4. Typical turnaround times to address warranty claims and repairs can be up to 30 business days, to investigate type of damage or warranty claim and to allow time to communicate with manufacturer.

5. Storage fees charged of R30 per week from date that quote has been accepted and Invoice for charges have been sent.

Special Collection/Delivery Instructions: _____

Date: _____

Signature: _____