**Customer Credit/Return Form**

**No returns will be accepted without a Branch Manager approved Customer Credit Return Form.**

**A 25% restocking fee may apply**

**Customer**

* + - Please complete Section 1 and select submit button to email completed form to sales@taipan.com.au.
		- On receipt of ***approved*** Credit/Return Form please print form and return along with goods to your Taipan Distribution Branch.

**NOTE**: a) Include the APPROVED (completed section 2) email copy of this form with the returned goods.

 b) No cut hose will be credited

**Section 1 – Customer to complete**

|  |  |
| --- | --- |
| **Company Name** |       |
| **Contact Person** |       |
| **Date** |       | **Your Order Number** |       |
| **Taipan Invoice or Delivery Number/s** |       |
| **Product(s) being returned (Taipan product number)** |       |
| **Return Method** | [ ]  Customer drop off [ ]  Territory Manager [ ]  Carrier:        |
| **Con Note/Tracking Number** |       |
| **Reason for Return** |       |
| **Email completed form to** sales@taipan.com.au **for processing**  | [ ]  |

**OFFICE USE ONLY**

|  |  |
| --- | --- |
| Internal Sales forward form to the Customer’s “Location” Branch Manager and CC Territory Manager | [ ]  |

**Section 2 – Branch Manager to complete**

|  |  |
| --- | --- |
| Action  | Comment |
| **[ ]  Approved**  |       |
| **[ ]  Stocking Fee** |       If no fee, MUST confirm why:       |
| [ ]  **Saved** | File completed form in Customer folder (X:\Sales\Customer Files) |
| [ ]  **Emailed** | Email completed form to customer CC Territory Manager to return form with goods returned (If not approved section 3 not required) |
| Name:  |       | Date:  |       |

**Section 3 – Internal Sales Tasks goods returned**

|  |  |
| --- | --- |
| Action  | Complete |
| Goods received - Process Credit Return – CR Number       | [ ]  |
| Save completed form over credit form saved in Customer folder completed by Branch Manager | [ ]  |
| Name: |       | Date: |        |