**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](mailto: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](mailto: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: |  | |