

AFTER SALES & SERVICE REQUEST FORM



GWA
Bathrooms & Kitchens

IMPORTANT To make a warranty claim, the following documentation must be emailed to GWA Group NZ Limited

- Proof of Purchase (POP)
- Handover documentation for new home
- Warranty Certificate or equivalent documentation must be supplied for warranty claims to be considered

EMAIL SERVICE REQUEST TO: bknzservice@gwagroup.co.nz.
Please include customer name and product fault in the subject line

Source of Complaint:

☐

Installing Plumber

☐

Builder

☐

Homeowner

DISTRIBUTOR DETAILS

Store: _____ Branch: _____

Phone: _____ Fax: _____

Email address: _____ Date: _____

END USER DETAILS (Not the plumber or builder)

Name: _____

Street Address: _____

City/Suburb: _____

Email: _____ Home Phone: _____

Contact Times: _____ Mobile: _____

SUSPECT FAULT DESCRIPTION: _____

PRODUCT INFORMATION

Product Code: _____ Description: _____ Quantity: _____

PROOF OF PURCHASE INFORMATION

Proof of Purchase: _____ Installing Plumber: _____ Plumbers Phone No.: _____

NB: GWA Group NZ Limited will not be liable for costs where a product fault does not exist or if the fault is due to installation, misuse, or falls outside our Warranty period. In these cases, GWA Bathrooms & Kitchens reserves the right to charge a service fee, per callout/site visit.

MUST BE SIGNED BY THE CUSTOMER (END USER)

Please initial that you accept these conditions

GWA AFTER SALES & SERVICE OFFICE USE ONLY

GWA Group NZ Limited
41 Jomac Place,
Avondale, Auckland 1026

Phone: 0800 804 222

Email: bknzservice@gwagroup.co.nz