AFTER SALES & SERVICE

REQUEST FORM



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

Store: Branch: Phone: Fax: Date: Email address: Date: Branch: Fax: Email address: Date: BND USER DETAILS (Not the plumber or builder) Name: Street Address: City/Suburb: Home Phone: Mobile: Suspect Fault Description: Mobile: Suspect Fault Description: Quantity: PRODUCT INFORMATION Product Code: Description: Quantity: 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 for the costs of the fault is due to installation, misuse, or for the costs of the fault is due to installation, misuse, or for the costs of the fault is due to installation, misuse, or for the costs of the fault is due to installation, misuse, or for the costs of the fault is due to installation, misuse, or for the costs of the fault is due to installation, misuse, or for the costs of the fault is due to installation, misuse, or for the costs of the fault is due to installation, misuse, or for the costs of the fault is due to installation, misuse, or for the fault is due to installation, misuse, or for the fault is due to installation, misuse, or for the fault is due to installation, misuse, or for the fault is due to installation, misuse, or for the fault is due to installation, misuse, or for the fault is due to installation, misuse, or for the fault is due to installation, misuse, or for the fault is due to installation, misuse, or for the fault is due to installation, misuse, or for the fault is due to installation, misuse, or for the fault is due to installation, misuse, or for the fault is due to installation, misuse, or for the fault is due to installation, misuse, or for the fault is due to installation, misuse, or for the fault is due to installation.	Source of Complaint:	Installing Plumber	Builder	Homeowner	
Phone:	DISTRIBUTOR DETAILS				
Phone:	Store:		Bran	ch:	
END USER DETAILS (Not the plumber or builder) Name: Street Address: City/Suburb: Email: Contact Times: 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 for the product is due to installation, misuse, or for the fault is due to installation.					
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	Proof of Purchase:	Installing Plumber:		Plumbers Phone No.:	
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)	outside our Warranty period. In these c	ases, GWA Bathrooms & Kitchens rese			
Please initial that you accept these conditions	Please initial that you accep	t these conditions			
GWA AFTER SALES & SERVICE OFFICE USE ONLY	GWA AFTER SALES & SERVIC	E OFFICE USE ONLY			
GWA Group NZ Limited 41 Jomac Place, Avondale, Auckland 1026 Phone: 0800 804 222 Email: bknzservice@gwagroup.co.nz	41 Jomac Place,				