



22 Union Circuit, Yatala, QLD, 4207
Ph: (07) 3804 6407 ABN: 36 103 646 706
Email: trade@aquabluedistribution.com.au

WARRANTY/REPAIR RETURN FORM

*** Mandatory Fields / This form must be FULLY COMPLETED before goods will be reviewed.
Please Complete Form & Return Goods with Copy of Purchase Receipt**

For any goods that are older than 2 years from date of purchase, a fixed \$25 inspection fee will be charged to quote to repair. If customer chooses not to proceed with repair as quoted, the fee will still be payable with any additional freight to return the product. The \$25 service fee will be waived should the quote for repair be approved. Aqua Blue Distribution will not be liable or warrant any repair on goods that have evidence of moisture or moisture damage.

IMPORTANT: Please ensure products are cleaned and in a sanitary condition otherwise a cleaning charge will apply. If any product is returned wet or has evidence of moisture or moisture damage, the manufacturer warranty will be void.

Details of Customer Returning Goods

* Company Name:

* Contact Person Name in Full:

* Address:

* State:

* Postcode:

* Email:

* Phone Number:

* Product Brand / Name / Model:

* Returning Entire Unit (incl. power supply, kettle cord, etc): YES ☐ (Please tick if appropriate)

*OR list items returned:

* Reason for Returning Goods (Explain problem in detail):

Receipt Details - Attach Copy of Invoice or Receipt to Warranty/Repair Return Form

Please Note Warranties Will Not Be Covered Without A Copy of Purchase Receipt

* Place of Purchase:

* Date of Purchase: / /

* Invoice / Receipt Number:

* Serial Number if Applicable:



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Before packing a pump for return, please follow the below instructions:

After removing the pump from the aquarium, place the pin spacer back on the dry side of the pump in its "storage" setting. Also, rinse off the wet side of the pump in freshwater and dry it thoroughly and pack the wet side within a plastic bag separate from the other components to avoid causing moisture damage during transit. Aqua Blue Distribution will not be held responsible for any damages due to moisture or improper shipping. We recommend that you ship the unit insured and with a tracking number.

(Office Use Only)				Received Date:	
Start time:	Finish time:	Start time:	Finish time:	Start time:	Finish time:
Tech Report (Problems Found):					
Parts Needed for Repair, Including Stock Codes:					
Where are the repair parts from?					
New Unit <input type="checkbox"/> Spare Parts stock <input type="checkbox"/> Shop-Use <input type="checkbox"/>					
New Serial number:					
Warranty Approved	Item Repaired/Replaced	Cost Of Freight		Accounts Warranty Parts	