

RETURNS REQUEST FORM

Your contact in TVH Date
 Customer Number * Phone Number
 Customer Name * Fax number
 Contact * E-mail

(* Mandatory field)

⚠ Please view the returns reasons mentioned below and specify for every part number the correct reason.

Brand	Part n°	Description	Qty	Delivery note n°	Reason

Do you want a replacement shipment: yes / no

Possible reasons for Return (Further comments can be entered on the second page)

1. Charged incorrect price

Use: When the price that is mentioned on the invoice does not correspond to the price mentioned on our last valid offer.

2. Not received packages

Use: When you have not received one or more packages.

Do not use: When only 1 part is missing, but you have received all packages.

3. Not received part

Use: When you have not received one or more parts, but you have received all packages.

Do not use: When one or more packages are missing.

4. Ordered too many of a part

Use: When you ordered a quantity that is too large or a part that you do not need anymore.

5. Ordered incorrect part number

Use: When you ordered an incorrect reference yourself.

6. Part had been cancelled already

Use: When you had confirmed the cancellation of the part in writing to TVH, but still received the part.

7. Part is damaged

Use: When the part that you received is damaged.

⚠ When transport is the cause, please send the delivery note on which you signed for the damage.

8. Part not ordered

Use: When you did not order this part.

Do not use: When you gave the incorrect part number.

9. Parts delivered to the wrong delivery address

Use: When you advised/selected the right delivery address, but the parts were delivered to the wrong delivery address.

Do not use: When you gave the wrong delivery address yourself.

10. Quality Problem.

Use: When you want to send back a part covered by the warranty. When you are not satisfied with the quality of the part.

11. Received package for another customer

Use: When you received a package that was not intended for you and possibly one of your packages is missing.

12. Received part too late

Use: When the promised delivery time was not met.

13. Received incorrect part (possibly incorrect reference)

Use: When the reference was interpreted by TVH. When the reference that you received does not correspond with the reference you ordered.

14. Correct reference, but received incorrect part

Use: When the reference is correct but the part does not correspond with what you ordered.

Do not use: When you ordered an incorrect part/reference.

15. TVH Quick Price error


Use: When you incorrectly use the price inquiry and order modules in TVH Quick Source.

16. Incorrectly identified by customer in TVH Quick Source

Use: When you incorrectly identified a spare part in TVH Quick Source

Extra information: Please use this section to further clarify if needed.

If not covered by any of the above reasons, please explain clearly the reason for return:

 Please note that the returns request form is for evaluation purposes only and does not guarantee credit approval.

Thank you for completing this form!

Customer signature

Please print name

.....

.....

TVH AUSTRALASIA PTY Ltd ABN 67 117 701 587
HEAD OFFICE BRISBANE • Australia
735 Boundary Road • Richlands 4077 QLD
TEL +61 7 3277 0877 • FAX +61 7 3277 0026
E-MAIL info@tvh.com.au • WEB www.tvh.com.au

MELBOURNE • Laverton Branch
Unit 7, 47-51 Little Boundary Rd
Laverton North VIC 3026
TEL +613 9314 1714 • FAX +613 9314 0629
E-MAIL lavertonsales@tvh.com.au

ADELAIDE
Cnr South & Grand Junction Rds
Wingfield SA 5013
TEL +61 8 8359 1155 • FAX +61 8 8359 0600
E-MAIL adelaidesales@tvh.com.au

SYDNEY
Unit 1 • 1002-1010 Canley Vale Rd
Wetherill Park NSW 2164
TEL +61 2 9756 6677 • FAX +61 2 9756 3555
E-MAIL sydneysales@tvh.com.au

MELBOURNE • Dandenong South Branch
7/66-74 Micro Circuit
Dandenong South, VIC, 3175
TEL +61 3 9544 6622 • FAX +61 3 9544 2617
E-MAIL melbournesales@tvh.com.au

PERTH
37 Furnace Rd • Welshpool WA 6106
TEL +61 8 9358 2200 • FAX +61 8 9358 2822
E-MAIL perthsales@tvh.com.au