



NERANG TILES

Customer Claim Form

THIS FORM MUST BE RETURNED WITHIN 24 HOURS OF RECEIPT

TO ALLOW US TO INVESTIGATE AND ACTION THE MATTER PROMPTLY PLEASE COMPLETE THE FORM IN FULL

PLEASE SUPPLY AS MANY IMAGES OF THE ISSUE TO HELP US INVESTIGATE

1. PURCHASER DETAILS

DATE ISSUE REPORTED TO NERANG TILES	
CUSTOMER NAME	
MOBILE NUMBER	
EMAIL ADDRESS	

2. ORDER DETAILS – (Please supply an image of the Tax Invoice)

TAX INVOICE NUMBER	
CUSTOMER PO	
REFERENCE	
NERANG TILES STOCK CODE	
PRODUCT DESCRIPTION	
QUANTITY ORDERED	
DATE RECEIVED / COLLECTED	

IF THE PROBLEM BEING REPORTED IS DUE TO **QUALITY CONCERNS**, PLEASE **ONLY** COMPLETE **SECTION 3**

IF THE PROBLEM BEING REPORTED IS DUE TO **BREAKAGES**, PLEASE **ONLY** COMPLETE **SECTION 4**

IF THE PROBLEM IS A **COMBINATION** OF BOTH PLEASE COMPLETE **SECTION 3 & 4**

3. QUALITY ISSUE

LOCATION OF GOODS	
QUANTITY AFFECTED	
CONFIRM TILER INSPECTED THE PRODUCT IN FULL PRIOR TO INSTALLATION	
DID THE TILER HAVE APPROPRIATE LIGHTING WHEN INSTALLING TILES?	
IMAGES (Please send as an attachment to the email):-	
IMAGE OF LABEL ON SPINE OF CARTON	REQUIRED
IMAGES OF QUALITY ISSUE	REQUIRED
IMAGES OF THE FULL TILE(S) AFFECTED and/or COMPLETE WALLS IF INSTALLED	REQUIRED
1 X IMAGE SHOWING ALL ITEMS AFFECTED TOGETHER	REQUIRED
ADDITIONAL INFORMATION	

4. BREAKAGES – All boxes must be filled out

All requested photos below must be supplied for claim to progress

LOCATION OF GOODS	
HAS THE CONSIGNMENT BEEN SIGNED FOR AS DAMAGED?	
QUANTITY AFFECTED	
IMAGES (Please send as an attachment to the email):-	
IMAGES OF AFFECTED PACKAGING PRIOR TO PRODUCT BEING REMOVED	REQUIRED
IMAGES OF LABEL ON SPINE OF BOXES	REQUIRED
IMAGES OF EACH/ALL BROKEN CARTON(S) / DAMAGED TILE(S)	REQUIRED – Each damaged Product must be clearly visible
1 X IMAGE SHOWING ALL PRODUCTS AFFECTED TOGETHER	REQUIRED – Each damaged Product must be clearly visible
ADDITIONAL INFORMATION	

PLEASE CHECK ALL CONSIGNMENTS ON RECEIPT AND REPORT ANY BREAKAGES TO NERANG TILES WITHIN 24 HOURS

CLAIMS FOR BREAKAGES OUTSIDE OF THIS TIME MAY BE REJECTED IF THE CONSIGNMENT WAS NOT SIGNED AS DAMAGED

NO CLAIMS WHATSOEVER ARE ACCEPTED ONCE TILES HAVE BEEN INSTALLED IF THAT CLAIM IS FOR DEFECTS, BATCH VARIATION, INCORRECT GOODS OR ANY OTHER FAULTS THAT SHOULD REASONABLY BEEN APPARENT BEFORE INSTALLATION.

PLEASE READ THE TERMS AND CONDITIONS OF SALE AVAILABLE AT WWW.NERANGTILES.COM.AU TOGETHER WITH IMPORTANT INFORMATION ABOUT YOUR ORDER ON THE BACK OF YOUR TAX INVOICE OR ONLINE.

Send Completed Form Via <https://www.nerangtiles.com.au/contact.html>