



IF YOU HAVE RECEIVED A SUSPECTED WARRANTY OR FAULTY PRODUCT, PLEASE CONTACT FELTON BEFORE SUBMITTING THE WARRANTY FORM SO OUR STAFF HAVE AN OPPORTUNITY TO OFFER TECHNICAL SUPPORT AND ADVICE IN RESOLVING THE ISSUE. **CONTACT FELTON ON 0800 743 358.**

FELTON

WARRANTY REQUEST FORM

IN ORDER TO BE PROCESSED, ALL FIELDS MUST BE FILLED OUT

NOTE: All warranty claims are subject to the Felton warranty terms and conditions. Claims will only be processed if accompanied by a completed form and receipt of the defective product.

FELTON AUTHORISATION MUST BE GIVEN BEFORE COMMENCING ANY WORK ON BEHALF OF FELTON

MERCHANT / BRANCH NAME			
ADDRESS		PHONE	
STAFF NAME			
EMAIL			
DATE			
<input type="checkbox"/> SERVICE REQUEST	<input type="checkbox"/> SUSPECTED FAULTY GOODS UNDER WARRANTY		

PRODUCT INFORMATION

PRODUCT NAME / CODE		QTY	
INSTALLATION DATE			
PROOF OF PURCHASE / INVOICE NUMBER			
COLD WATER PRESSURE		HOT WATER PRESSURE	
SUSPECTED PROBLEM			

INSTALLATION DETAILS

IS THE INSTALLATION ADDRESS: COMMERCIAL <input type="checkbox"/> RESIDENTIAL <input type="checkbox"/>			
CUSTOMER NAME		PLUMBING FIRM	
INSTALLATION ADDRESS		INSTALLING PLUMBER'S NAME	
		INSTALLING PLUMBER'S PH NUMBER	
PHONE			
EMAIL		EMAIL	

NOTE: IF PRODUCT HAS FAILED AND DOES NOT COMPLY WITH FELTON WARRANTY CONDITIONS, OR IT IS NOT CONSIDERED TO BE A MANUFACTURING DEFECT, THERE COULD BE A SERVICE AND / OR PRODUCT CHARGE



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WARRANTY REQUEST PROCEDURE

1 I suspect a Felton product is faulty and still under warranty... What do I do?

If you have received a suspected warranty or faulty product, please contact Felton for authorisation before submitting the warranty request form so our staff have an opportunity to offer technical support and advice in resolving the issue. Contact Felton on 0800 743 358.



If a warranty request form is recommended (available from Customer Service or website) - please complete all fields on the document. If this is urgent, please advise Felton immediately via 0800 743 358 and an emergency warranty claim can be lodged with the technical team.

2 Where do I send the form?

Email this form to customer services: sales@felton.co.nz



3 What next?

Either customer services or a company representative will make contact with the branch, plumber or customer to establish the issue and provide a solution.



FREQUENTLY ASKED QUESTIONS



1 If I have put through a warranty request, how is this organised?

If a plumber is required: From here, Felton will contact our service agent and the customer (end user). The service agent will be offered the opportunity to carry out the warranty request. If this is not an option we will make contact with the installing plumber.

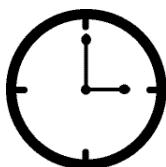
2 How is the faulty product replaced under warranty?

If the product is faulty: In most cases we will send a replacement product that's covered by its warranty to the branch and at the same time organise for the faulty product to be returned. *The product will be tested to establish the fault and if it is found that the fault was caused during installation or not to Felton guidelines then a charge for the replacement product may occur.*



3 What are the expected turnaround times for a claim?

Where possible the branch, plumber or customer will be contacted within 24 hours of the receipt of a warranty request form from the merchant. From here, the turnaround time will vary depending on availability of the plumber /service provider, location and accessibility.



4 How are plumbers reimbursed for any lost time?

We will compensate a plumber for their time, but they must seek authorisation from Felton before commencing a warranty request. Once a plumber has been given authorisation by Felton, they will be allocated a warranty number which must be used when invoicing Felton. If a customer has independently arranged a plumber for a suspected warranty without our authorisation, then the plumbers invoice won't be covered under warranty.

