



64 Division Street  
Welshpool W.A. 6106  
Ph: (08) 6253 3000

## Return Approval Request

**STEP 1:** Please complete the form below.

**STEP 2:** We will contact you either today (Mon-Fri) or the next business day (weekends & public holidays) to advise:

- if your request has been approved or not
- what steps you should take next

Please do **not** return the item/s to us until you have received written approval to do so from us. We will contact you after assessing your request to advise if it has been approved or not.

JPW will only issue a Return Authorisation for items that:

1. Were purchased less than 30 days ago
  - Regional customers must still obtain permission to return an item within 30 days of purchase. We will then advise whether the product can be returned to our sales representative at their next visit or should be returned via a carrier.

And are either:

- In as-new condition (including packaging), suitable for re-sale
  - You will be issued a refund or credit note to the value of the item
- OR
- Are damaged, faulty, or not as described

A credit or refund will not be issued for a return requested more than 30 days after purchase date unless it is for an approved warranty claim.

We reserve the right to charge a 15% handling & re-stocking fee on all goods returned (except for damaged or faulty items, or approved warranty claims)



Our full Returns Policy can be found here <https://www.jpwmarine.com.au/returns-policy>

JPW Invoice # \_\_\_\_\_

Business Name \_\_\_\_\_

Contact Name \_\_\_\_\_

Contact Email \_\_\_\_\_

Part Number*	Qty Returned*	Reason for return request*	Replacement requested?	Warranty Claim?	If a retail warranty claim, have you attached the retail customer's proof of purchase? *
<i>* = Mandatory field</i>		<ol style="list-style-type: none"><li>1. Item damaged <i>(please provide details including photos)</i></li><li>2. Item is faulty or does not work <i>(please provide details)</i></li><li>3. Item not as described <i>(please provide details)</i></li><li>4. Mistakenly ordered wrong item/s <i>(please provide part number of correct item/s)</i></li><li>5. JPW despatched wrong item</li><li>6. Change of mind</li><li>7. Other <i>(please provide details)</i></li></ol>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

