

nutrimetics PRODUCT ACTION REQUEST

NUTRIMETICS AUSTRALIA PTY LTD ABN 19 116 205 237
102 Elliott Street, Balmain NSW 2041
Phone: 1800 802 151 Fax: 1800 800 456
www.nutrimetics.com.au

Completed form must be submitted with all product returns.
A copy of your Tax Invoice should also accompany the return, or the Tax Invoice number must be provided under Section 1 of this Form, otherwise the return will be processed only at Nutrimetics' discretion.
If you have any other query regarding a return or exchange, please contact our National Consultant Support Centre on 1800 802 151 Monday to Friday 8.00am to 8.00pm EST.

CUSTOMER NAME:

STREET ADDRESS: SUBURB:

STATE: POSTCODE: CONTACT NO: DATE: / /

IF RETURNING PRODUCT FOR EXCHANGE OR REPLACEMENT, COMPLETE SECTIONS 1 AND 2
IF RETURNING PRODUCT FOR CREDIT, COMPLETE SECTIONS 1 AND 3

SECTION 1: PRODUCT RETURNED

RETURNED STOCK NUMBER	QTY	TAX INVOICE NUMBER	PAID	YOUR REQUEST (Please tick)			REASON FOR RETURN (Refer to codes below)	EXPLANATION (Please be specific eg faulty lid on product)
				CREDIT	EXCHANGE	REPLACE		

RETURN CODES

Duplicate order	DO	Incorrect colour product - change for correct colour	COL	Substitute product	SUB
Product received damaged	RDAM	Customer order cancelled	CNCL	Specials keyed incorrect	SPEC
Irritation	IRR	Warehouse picking error/ product keyed not received	SHIP	Product/Packaging leaking	PLKG
Incorrect non colour product	NCOL	Incorrect product ordered	IP	Packaging faulty	PFTY
				Product performance unsatisfactory	PPUN

OFFICE USE ONLY

ADJUSTMENT NOTE NO.

OFFICE USE ONLY

TAX INVOICE NO.

SECTION 2: EXCHANGE OR REPLACE REQUESTED

REQUESTED STOCK NUMBER	RRP TO BE CHARGED	QTY

IF YOUR CHOICE OF PRODUCT IS UNAVAILABLE?

Note: If not completed, we assume **YES**

Substitute with a similar product or flavour? **YES** **NO**

SECTION 3: CREDIT REQUESTED

Note: Credits will appear on your next Tax Invoice

- Please credit my credit card:
 Bankcard Mastercard Visa (please tick)

Card No.

Expiry Date

Name on card

CUSTOMER SIGNATURE

DATE

RECEIVED AND CHECKED ON BEHALF OF NUTRIMETICS

PRINT NAME

DATE

RETURN PRODUCTS BY MAIL TO:

Nutrimetics
5 Burwood Highway,
Wantirna VIC 3152

PRODUCT RETURN POLICY

Nutrimetics Australia Pty Ltd is committed to providing the highest quality of product and service to our customers. Our commitment to excellence in manufacturing, coupled with our continuing research, enables us to support Consultants and customers alike with a Product Guarantee that is built on trust and goodwill.

In keeping with that spirit, the following represents the policy for returning merchandise:

- Products must be returned for exchange or credit within 60 days of purchase, and must be presented with a proof of purchase (a copy of the original Tax Invoice or provision of the applicable Tax Invoice number) and a completed Product Action Request Form. Failure to ensure your Product Action Request Form is completed accurately may result in a delay of the processing of your exchange or credit.
- To receive full credit, duplicate orders must be returned with products unopened.
- Nutrimetics reserves the right to refuse to exchange or credit requests when returns are excessive and/or the policy has been manipulated or abused.
- The acceptance of any returned product will be at the discretion of Nutrimetics. All unused products are expected back in a resaleable condition. All used products are to be no more than half used.