

**GOODS RETURN ADVICE (GRA) ver 3.6**
**GRA:**
**Please return this form with goods**
**Customer**

Name:	
Contact:	
Contact No:	
Date:	

**Product Details**

Product:	
Serial No:	
Orig Invoice No:	
Orig Cust Order No:	

**Reason for Return / Reported Fault as per customer:**

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Incorrect Qty          | <input type="checkbox"/> Incorrect Part Supplied     | <input type="checkbox"/> Warranty Claim |
| <input type="checkbox"/> Incorrect Part Ordered | <input type="checkbox"/> Non-Warranty Repair (Quote) | <input type="checkbox"/> Other          |

**Return Details:**


Please use separate sheet to provide further detail

**IMPORTANT NOTES**

1. If there is no Goods Return Advice (GRA) Number on the top RHS after GRA: then please obtain one from CWC before sending goods back, by calling (02) 9698 3131 or email to support@cw.com.au
2. Please do not return goods without a Goods Return Advice (GRA) Form and return to the requested office  

<u><b>Sydney Office</b></u> <b>Convergent Water Controls</b> <b>2/4 Huntley St</b> <b>Alexandria NSW 2015</b>	<u><b>Melbourne Office</b></u> <b>Convergent Water Controls</b> <b>75c Osborne Ave</b> <b>VIA Booloora Road</b> <b>Springvale VIC 3171</b>
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3. If you are returning any pH or ORP sensors/probes they MUST be returned with their storage caps fitted & filled with water. If sensors/probes are returned dry their warranty will become null & void.
4. In the interest of the Health & Safety of the staff at CWC, it is a general requirement that any goods returned to our office for evaluation and/or repair, are returned in a clean condition, free of chemicals and biological contaminants and that all surfaces that have come into contact with chemicals, are thoroughly flushed with water prior to returning.
5. If you are returning any goods that have come into contact with any chemical, please include a "Declaration of Hazardous Material & Decontamination" (Declaration of Hazchem) form. (download from [http://www.cwc.com.au/downloads/download\\_forms.html](http://www.cwc.com.au/downloads/download_forms.html)) Failure to do so may result in delays to your product being tested/repaired/replaced.

For full details please view our Goods Return Policy at [http://www.cwc.com.au/downloads/download\\_forms.htm](http://www.cwc.com.au/downloads/download_forms.htm)  
[Please note, the issue or completion of this form by the Buyer does not constitute an admission of liability by CWC]