

Goods Return \ Warranty Claim Policy v2.1

CWC has revised its goods return policy which will enable accurate & timely responses for you as customers, as well as a scheduled repair or action date for us to process the enquiries.

How it works:

1. Contact CWC when goods are required to be returned
2. At this time, please advise the reason for the return or fault details
3. CWC will then issue you with a partially completed Goods Return Advice (GRA) form to be **returned with the goods to the requested CWC Office - please read the important notes below before returning goods.**

Or

1. Keep a blank copy of a new GRA form (v3.6) to complete at your convenience (download from http://www.cwc.com.au/downloads/download_forms.html)
2. Contact CWC for a GRA number to be filled in on the form, **before returning the goods to the requested CWC Office.**
3. Please fill in all relevant details and **return the form with the goods - please read the important notes below before returning goods.**

Important Notes:

1. **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.**
2. **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.**
3. **If items need to be cleaned by CWC, you will received a quote for cleaning. Please note that items that cannot be properly cleaned (including valves, foot valves, injection valves, squeeze tubes, dosing tubing, etc) will be disposed of as part of the cleaning process.**
4. **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) Failure to do so may result in delays to your product being tested/repaired/replaced.**