

Our returns are easy! Just remember to include this form so we know how we can help.

Changed your mind? the items must:

- Be returned within 15 days of original purchase date
- Be in new unused condition, in the original unopened packaging
- If returning for an exchange please contact us to confirm stock availability

If returned for repair:

- Contact TopmaQ prior to arranging return of goods
- Items **MUST** be inside it's warranty period
- Attach photos of the issue

If damaged in transit:

- Contact TopmaQ prior to arranging return of goods
- Damage **MUST** be reported within 24 hours of delivery
- Attach photos of the damage

If incorrect goods supplied:

- Contact TopmaQ prior to arranging return of goods
- Send photos of incorrect product to info@topmaq.co.nz

How to return:

- Complete the returns form
- Return the goods, completed returns form and proof of purchase to TopmaQ
- Ensure you address the returned goods to one of our branches
- Visit www.topmaq.co.nz/store-locations for addresses

CUSTOMER INFORMATION

Name: _____

Phone: _____

Email: _____

Address: _____

Invoice/Order No: _____

Invoice Date: _____

PLEASE NOTE:

Gift cards, and clearance products are not eligible for return. The postage/freight charges are not refundable. If you are returning an item for exchange (different size or colour), the replacement item will not be shipped free of freight. If you wish to exchange an item, please contact us first to ensure the replacement item is in stock.

A minimum assessment fee of \$50 + GST applies to all repairs. This fee may be waived if the job is deemed a warranty repair. Your equipment must be collected and money owing paid within 30 days of being notified that it is ready for pickup. If not collected, it may be on-sold to recover costs. Repairs will be charged at \$75/hr plus parts and freight (excl GST).

Refunds will be subject to a minimum 10% restocking fee where applicable.

Store credits issued will be for the price paid by the customer.

Where applicable, refunds will be made by direct credit, or reversal of credit card payment. A deduction may be made for any TradeMe or credit card fees.

RETURNS DETAILS (Please fill in the details below.)

No printer? Email your completed form to info@topmaq.co.nz
Remember to include your invoice/order number and a contact phone number on your returned package(s)

SKU (e.g HEHE0500)	PRODUCT DESCRIPTION (e.g 14kw Portable Forced Air LPG Heater)	REASON (e.g Faulty Ignition)	RETURN CODE (e.g 1)

RETURN CODES: 1. Warranty 2. Incorrect Item 3. Supplied Damaged 4. Exchange 5. Other

I am returning this for a store credit

I am returning this for a refund*
 *Please note refunds will not include freight charges and may be subject to a minimum 10% restocking fee if goods are returned opened.

I am returning this for an exchange

I am returning this for a repair*

*A minimum assessment fee of \$50 + GST applies to all repairs. This fee may be waived if the job is deemed a warranty repair. Further T's & C's apply.

For our full returns policy, please visit: www.topmaq.co.nz/returns

ADDITIONAL COMMENTS

Please include this completed form with your returned goods and please attach the second page label on the outside of your returned goods so we can identify them on arrival.

No printer? Email your completed form to info@topmaq.co.nz & manually write the details from page 2 onto your returned packaging.

TOPPMAO

RETURN LABEL

REFERENCE/ORDER NUMBER: