

## PLEASE NOTE:

Sanitary plumbing can only be performed by a licensed practitioner (NZ plumbing, gasfitting and drainlayers Act 2006). It is illegal for anyone to do restricted sanitary plumbing, gasfitting or drainlaying work without being licensed and authorised.

The practitioners license number is a mandatory requirement for this service request. The licence number will be checked to see if it is current.

Work performed by an unlicensed practitioner is not covered under the Paterson warranty.

Please find enclosed our new service request form. We will only accept service requests on this form.

Please follow the steps, ticking the check boxes as you fill in the required information.

All fields must be filled in; this information and supporting documentation (photos/video) is required to meet our suppliers warranty criteria.

Only correctly filled out service requests can be actioned.

## AN EXPLANATION OF THE WARRANTY PROCESS:

1. When we receive a correctly filled in service request form, this will be processed as quickly as possible. All boxes need to be ticked and required information provided.
2. A service agent will be engaged if necessary to correct the problem.
3. If the fault is warranty related then Paterson Trading will repair or replace the product at our discretion.
4. The service agent sent by Paterson Trading will be engaged by Paterson Trading. If the fault is not warranty related, another company's product or is an installation related fault, then Paterson Trading will invoke the valid merchant warranty order number provided (see Merchant Warranty Order) on the service request form, and then invoice the appropriate Trading Partner along with a copy of the service agent's invoice.
5. If a customer contacts Paterson Trading directly we will refer them to the trading partner where the product was purchased so the service form can be completed correctly.
6. Digital photos/video are required of the product fault and need to be emailed with the pending service request. This will help speed up the process and is a requirement of our overseas suppliers.
7. If a replacement product is requested prior to the existing product being inspected then you must order the replacement product as per normal. When the faulty product has been returned to Paterson Trading it will be tested and if deemed faulty then a full credit will be actioned.