Mt Meru Wholesale Limited
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DAMAGED GOODS CREDIT REQUEST FORM

In the event that items are damaged on arrival it is very important that the following procedure is processed within 10 days to ensure that any necessary credits are passed to you.

CREDIT PROCEDURE:

1. Check ALL packages thoroughly after you have received them and note any carton damage (if any) that is evident
2. If anything is damaged you must fill out the form (below) and fax it back to us as soon as possible (this must be done within 10 days of the Invoice Date to qualify for a rebate/credit)
3. Take a photograph of any carton damage or damaged stock as soon as you can and email this to enquiries@mtmeru.co.nz outlining the problems. If using a mobile phone as a camera please send the photo to enquiries@mtmeru.co.nz also.
4. We will then advise you what steps to take.

Please Note:
Unless this procedure is completed within 10 days of the Invoice date no credit will be issued as the freight companies will not accept claims after this period.

DAMAGED GOODS DETAILS:

This form must be received by Mt Meru within 10 days of the invoice date.
Please fill in all information as this will speed the processing time, thanks.

Tick here if a photograph has been sent: ☐

INVOICE DATE: _____
INVOICE NUMBER: _____
COURIER TICKET #: _____

COMPANY NAME: _____ CONTACT PERSON: _____
ADDRESS: _____
_____
PHONE: _____ EMAIL: _____

Quantity	Item Code	Reason for Credit Request	Invoice Price