

## REQUEST TO RETURN GOODS

Company: .....	Date: .....
Address: .....	GRA Number: .....
.....	.....
Phone: .....	No. of Pages: .....
.....	.....

(Goods return authorisation number must be obtained prior to returning the items.)

**Please tick Reason for Return:**

**Wrongfully received**     
  **Defective**     
  **Damaged during freight**

Product Code	Product Description	Original Invoice Number

**Returns Policy:**

1. Must obtain Goods Return Authorisation (GRA) number from Dome staff prior to returning goods to Dome. If approved, complete this form and return with items back to Dome within 7 working days of original invoice date.
2. Customers are required to do a complete inspection of the shipment at the time of delivery/arrival for any damages. If there are damages to goods upon delivery, DO NOT SIGN for them and alert the driver, contact Dome staff ASAP.
3. Freight costs for returns sent to Dome must be incurred by the customer. Warranty, repaired or replacement products will be returned to the customer at no charge.
4. Products that are wrongfully delivered due to an error on Dome's behalf will not be subject to any freight charges. Goods must be unopened and in original packaging.
5. Some manufacturers require that defective items be sent back for warranty validation. Once the manufacturer has assessed the return, Dome will contact the customer to indicate the anticipated wait for products to be replaced or repaired.
6. Any product not covered under warranty by our vendors will be communicated to the customer. Dome will return these goods to the customer by collect freight, if requested.
7. Items returned without a Goods Return Authorisation number &/or any other necessary documentation will not be accepted.