



CUSTOMER GOODS RETURN REQUEST

THIS FORM IS TO BE COMPLETED AND SENT TO TOBIN ELECTRICAL COMPONENTS IN ORDER TO OBTAIN A GRA NUMBER.

A GRA NUMBER WILL BE EMAILED TO CUSTOMER TO BE SENT BACK WITH GOODS.

Email completed form to sales@tobins.com.au

DATE OF CLAIM:	
COMPANY NAME:	
COMPANY CONTACT:	
CONTACT EMAIL ADDRESS:	
TOBIN CONTACT INITIATING CLAIM:	

PART NUMBER	QUANTITY	INVOICE #	INV DATE	INSERT REASON CODE

RETURN REASON - CODES

- 1 - SUPPLIED INCORRECT ITEM
- 2 - NOT REQUIRED (REFER TO RE-STOCKING FEE TERMS BELOW)
- 3 - DAMAGED/FAULTY (REASON REQUIRED)
- 4 - PRICING ERROR
- 5 - OTHER: _____

TERMS FOR CREDIT BEING ISSUED:

- GOODS/PACKAGING MUST BE RESELLABLE
- SPECIAL BUY IN ITEMS ARE UNABLE TO BE RETURNED
- 20% RE-STOCKING FEE APPLICABLE ON ALL RETURNS WITHIN 30 DAYS FROM INVOICE (UNLESS FAULTY/DAMAGED)
- 30% RE-STOCKING FEE APPLICABLE ON ALL RETURNS BETWEEN 31-60 DAYS FROM INVOICE (UNLESS FAULTY/DAMAGED)
- 50% RE-STOCKING FEE APPLICABLE ON ALL RETURNS AFTER 61+ DAYS FROM INVOICE
- ALL FAULTY STOCK ITEMS WILL BE TESTED PRIOR TO CREDIT BEING ISSUED
- FREIGHT CHARGES WILL NOT BE CREDITED (EXCEPT SHIPPING ERROR OR FAULTY ITEM)

I, _____ agree to the above terms for credit returns. Should the above not be fulfilled entirely, I understand Tobin Electrical Components has the right to refuse to issue credit on our account.

CUSTOMER SIGNATURE:	
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OFFICE USE	
TOBIN GRA NUMBER:	TOBIN SIGNATURE:
TOBIN CREDIT NUMBER:	RE-STOCKING FEE APPLIED?