



Vynco Christchurch,  
388 – 396 Tuam Street,  
Phillipstown,  
Christchurch, 8011

Please Fax to:  
**Vynco Auckland,**  
58 Walls Road,  
**Penrose,**  
Auckland  
Fax: 09 525 5799  
Ph: 09 525 6051

## Authorisation for Credit Form

**V032**

**Vynco Authorisation Number**      **ACR#**  
**Customer Goods Return Number**      **GRA#**  
**Customer Number**


Customer Name: \_\_\_\_\_

Date: \_\_\_\_\_

Branch: \_\_\_\_\_ Contact: \_\_\_\_\_

Fax No: \_\_\_\_\_

Purchase Order No: \_\_\_\_\_

Packing Slip/Invoice No: \_\_\_\_\_

Date: \_\_\_\_\_

						VYNCO USE ONLY	
#	Item Supplied	Qty Ordered	Qty Supplied	Qty Returned	Unit Price	Unit Discount %	Extension
1							
2							
3							
4							
5							
6							
7							
8							
						SUB TOTAL	
						GST	
						TOTAL VALUE	

**Reason for Return** (please tick appropriate box and advise details below)

Not Required (detail below)

Supply Error (detail below)

Faulty (detail below)

Vynco Required

Warranty Claim (replacement)

Details: \_\_\_\_\_

VYNCO USE ONLY		Return Date: _____	Signed: _____
Returned to Stock:	Yes No	Branch Returned: AKL / CHC	Restocking Fee: _____ %
Goods Replaced @ no charge:	Yes No	Replacement P/S No: _____	Date: _____
Credit Note No:	Date:	Value:	

Please circle:      **Credit Accepted / Credit Rejected**

\_\_\_\_\_ Authorised by  
Auckland

## Returned Goods Policy

Have you received incorrect or faulty goods?  
If so, please follow our very simple 3 STEP Procedure!!

**STEP 1** - Fill out a Vynco Authorisation for Credit (ACR) Form and fax to **(09) 525 5799** or email to **vyncoauck@vynco.co.nz**

**STEP 2** - Vynco will assess the application and fax you the ACR number within 48 hours

**STEP 3** - Once you have the ACR number please put the ACR form with the goods and return to Vynco Auckland or Christchurch

### There are some Rules

#### THE ACR FORM IS AN AUTHORISATION FOR RETURN AND NOT AN AGREEMENT TO CREDIT

- All products returned must be in good order and condition; original packaging and a current catalogue item; acceptance is subject to inspection.
- Vynco will **accept for return**:
  1. Any product supplied incorrectly
  2. Any non-standard product, due to design error, faulty manufacture, damaged in transit or where Vynco is at fault or otherwise responsible.
- All claims to be made within **30 days** of original dispatch.
- Vynco reserve the right to apply a **restocking fee**
- Indent product (and manufactured product) **will not** be accepted for return.