SUPER A-MART

FURNITURE - WARRANTY ASSESSMENT
(Excluding Upholstery)

Office Use Only	Customer Ref No		Date WA form sent / /	Date Form Returned / /	Action Taken	

This form is required to evaluate the nature of your claim. Please complete all sections A-E and ensure details are accurate and current. This will help speed up the process.
If you have language difficulties please advise the Super A-Mart Customer Service Representative and seek assistance from a family member, friend or translator.

section a: customer details

Customer Name

Address

Preferred contact number	
Alternative contact number	
email	
best time to call	

section b: product details

Store of purchase	
Date of purchase	
Name of product	
Invoice number	
Name on Invoice	
What is the warranty period on your invoice	

Is the product clean & free of stains and marks? (y/n)

section c: condition report

Please describe the product's condition

section d: description of the issue

Please provide a detailed description of the damage/s and what you believe has caused the damage. Please email/attach clear photographs, showing the damage/s

Examples of Furniture Items (Please tick what item you have that is damaged)

5pce dining

7pce dining

9pce dining

buffet

etu/tv unit

5pce outdoor

desk

bookcase

bedside

coffee table

sofa table

bed

chest

lamp table

7pce outdoor

9pce outdoor

section e: acknowledgement

I have completed sections a - e and have to the best of my knowledge provided accurate information.

Signature _____   date _____

PLEASE RETURN THIS FORM WITH PHOTOGRAPHS VIA EMAIL OR MAIL TO YOUR STORE OF PURCHASE.

On receipt of this form a Customer Service Representative will assess and contact you. For warranty issues you will be contacted within 5 working days, after receipt of the completed form. If required an inspection at your home may be arranged.