

NOVAS

WARRANTY PROCEDURE FORM

| | |
|-------------------------|--|
| Address | |
| Occupant name | |
| Occupant contact number | |

| | |
|----------------|--|
| Requested by | |
| Contact name | |
| Contact number | |

Fault identification process

| | |
|---|--|
| Fault location (e.g. entry, bedroom, etc.) | |
| Product (e.g. lever, latch, tap, etc.) | |
| Fault description | |

Warranty process

1. Send this completed form to sales@novas.com.au
If possible an image or video of the fault would be appreciated as this assists us to identify the issue quickly
2. A Novas representative will contact you to arrange a time to inspect the product and work with you to rectify any issues. Please note that this must be conducted within standard working hours
3. In the case that the issue has arisen after hours and possess a risk to the occupant of the unit please contact the below Novas Service Agent to arrange a tradesperson to rectify the issue.

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Please note:

For Novas Architectural Doorware products, if it is not determined to be a product warranty the cost of the locksmith will be billable to the originator of the call.

| | |
|----------------|--|
| Service agent | |
| Contact number | |
| Address | |
| Email | |