

Guarantee Claim Form

5.3.1.1 Issue 5 Claim Reference No. _____

THIS FORM MUST BE USED WHEN CLAIMING ON GUARANTEE

IMPORTANT: If you are hard to contact, please phone our office on 1 800 00 88 88 within a reasonable time frame after mailing this claim form, allowing for postal delays.

Customer Name				Company Name			
Postal Address							
City				State			Postcode

Address where tank or product located (if same, write "AS ABOVE").

Location Address				Closest Main Town or Supply "Mud Map"			
City				State			Postcode
Phone Contact Options	Home				Work		
	Mobile				Email		

Tank Details	Is the tank Polyethylene or Fibreglass? (please tick)	Poly	<input type="checkbox"/>	Fibreglass	<input type="checkbox"/>							
	Tank Size				Serial No. (located near strainer)							
	Colour				Invoice No.							
Content Details	How full is the tank? Please tick.	Full	<input type="checkbox"/>	3/4	<input type="checkbox"/>	1/2	<input type="checkbox"/>	1/4	<input type="checkbox"/>	MT	<input type="checkbox"/>	
	What product is in the tank?	Water	<input type="checkbox"/>	Other (specify)								
	If water, do you need to save it?	YES/NO	<input type="checkbox"/>	Is this your only water supply?	YES/NO	<input type="checkbox"/>						
Defect Details	Is the defective tank a Bushmans tank?									YES/NO	<input type="checkbox"/>	
	Is the product installed according to our written guarantee installation requirements?									YES/NO	<input type="checkbox"/>	
	Are there any installation errors present that void your guarantee? See graphics below.									YES/NO	<input type="checkbox"/>	
	Was the base preparation wider than the tank diameter?									YES/NO	<input type="checkbox"/>	
	Was the tank installed with an overflow outlet?									YES/NO	<input type="checkbox"/>	
	If yes, is the water being diverted away from the tank?									YES/NO	<input type="checkbox"/>	
	Were "boxing beams" used to hold the prepared base?									YES/NO	<input type="checkbox"/>	
	Has a flexible hose been connected where required?									YES/NO	<input type="checkbox"/>	
	If yes, please tick size of flexible hose.						1"	<input type="checkbox"/>	2"	<input type="checkbox"/>		
	Has the product been moved from its original site?									YES/NO	<input type="checkbox"/>	
	If yes, by whom?						Date defect noticed					
Describe the problem in your own words.												
What type of base preparation was used? Washed river sand, crusher dust, or other (please specify). Write "NIL" if no base preparation.												

Please send digital picture files or post photos to describe defect.

IF TANK ON STAND, PLEASE ENSURE TANK IS ON GROUND LEVEL BEFORE ANY WORK IS COMMENCED

I understand and accept responsibility for associated costs incurred to inspect and/or rectify any problems if, upon inspection, damage has been caused by other than manufacture or design faults.

I also understand that BUSHMANS will not fix or repair any other company's products and will reimburse BUSHMANS for any costs incurred for travel if, upon arrival at the site, the product is found to be manufactured by another company.

Your Signature: _____ Date: _____

THESE ERRORS WILL VOID YOUR GUARANTEE!



Back fill material is other than washed river sand or crusher dust.



Tank base undermined - inadequate overflow length.



Unsupported rigid pipe work puts excess strain on the fittings and tank wall.



Rocky and uneven ground with little or no base preparation.



Must not have undersized base. Circumference of tank must be supported.



Don't use wooden sleepers or corrugated iron under tank.

DO NOT LEAVE TANK EMPTY AS IT MAY BLOW AWAY

This CLAIM FORM must be completed in full and posted or faxed to the BUSHMANS Head Office. You will be contacted promptly upon receipt of this claim form by one of our staff.

Freecall 1800 00 88 88

QLD & NSW FAX 07 4662 5577 VIC FAX 03 5592 2118 SA FAX 08 8349 7337



BUSHMANS

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