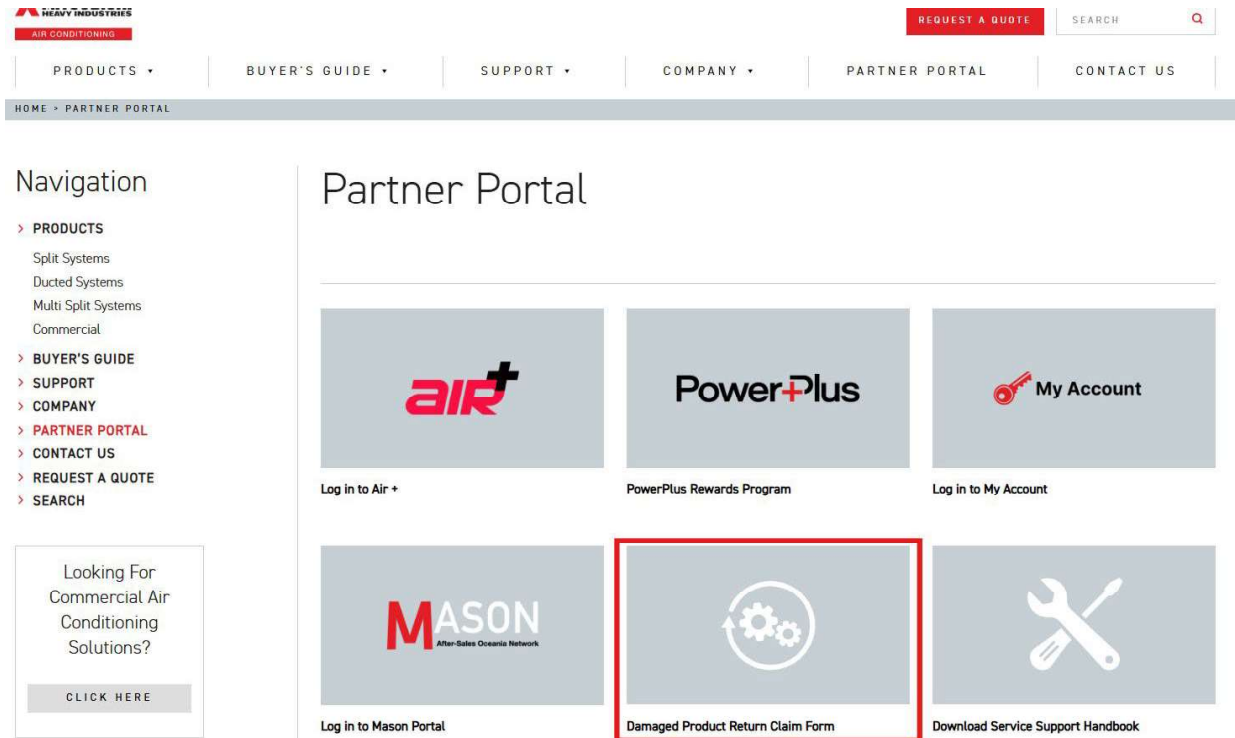


HOW TO GUIDE – LODGEMENT OF A DAMAGE PRODUCT RETURN

The following is a step-by-step guide for the new online MHIAA Damage Product Return Claim process

- Returns can now be lodged via our online claim form located [here](#).
 - Alternatively, if you lose the above link this form can also be accessed through the [Partner Portal](#) located on the MHIAA Website under “Damaged Product Return Claim Form”



The screenshot shows the MHIAA website's Partner Portal. The navigation menu on the left includes: PRODUCTS, BUYER'S GUIDE, SUPPORT, COMPANY, PARTNER PORTAL (highlighted), CONTACT US, REQUEST A QUOTE, and SEARCH. The main content area is titled 'Partner Portal' and features six tiles: 'Log in to Air+', 'PowerPlus Rewards Program', 'Log in to My Account', 'Log in to Mason Portal', 'Damaged Product Return Claim Form' (highlighted with a red border), and 'Download Service Support Handbook'. A sidebar on the left offers a link for 'Looking For Commercial Air Conditioning Solutions?' with a 'CLICK HERE' button.

- To start a Damage Product Return Claim Form, please ensure you have the following details ready:
 - Consignment Number – the consignment number starts with an MN and can be found on your dispatch docket, sales invoice or the connote delivery document you received with the goods.

- Account Number -this can be located on any sales invoice you may have, or you can reach out to us directly if you are unsure.

The screenshot shows a web interface for a product return request. At the top, there is a dark navigation bar with the SMART IQ PRODUCE logo and the text 'Home Product Return Request'. Below this, the page title is 'Product Return Request' and the form title is 'GOODS RETURN REQUEST - DAMAGE PRODUCT CLAIM FORM'. The form contains two input fields: 'Consignment No. *' and 'MHIAA Customer Number *', both with asterisks indicating they are required fields.

3. The consignment details you input will link directly to the MHIAA system to confirm the delivery date of your order. This will enable us to confirm if your claim falls within the allowed time frame for the approval to proceed.
 - Please note, if your consignment falls outside of the terms and conditions, you will not be able to proceed with your claim.
4. If the delivery date is not yet available you will still be able to lodge your claim, the Returns team will need to verify this information after you lodge your claim, and they will come back to you should they require anything else.
 - If for any reason we cannot proceed with your claim you will be advised in writing as soon as possible.
5. You will then need to fill out all the details in the form online pertaining to your damage claim request including:
 - All mandatory fields that are marked with an Asterix.
 - Photos of the unit showing the condition and any damage sustained.
 - Correct email details as all updates will be sent to the email address quoted.
 - Model and serial number details, that will be cross checked against the MHIAA Data.
 - If you are unable to provide serial details you can still lodge your claim, our returns team will be in touch to confirm all details with you before proceeding.

Obvious Damage: 24hrs to make the Claim

Obvious damage claims must be made within 24 hours of the delivery date.

Did you note this damage on the Proof of Delivery document? *

Yes No

Were goods signed for in good condition? *

Yes No

Concealed Damage: 7 days to make the Claim

Concealed damage claims must be made within 7 days of the delivery date.

Was the carton visually in good condition? *

Yes No

Photos of unit/s and packaging are required for us to proceed with your claim. Photos will need to be uploaded one at a time. *

Has the Air Conditioner been installed, or part installed? *

No Fully Installed Partially Installed

Were the units been transported to a location that is different from the original point of delivery by MHIAA? *

Yes No

If yes, please enter the address the unit was transported to.

Return Request Status

Pending Pending Approval Processing Complete Rejected

Please complete all sections below for insurance purposes:

Reason for return? *

Where can the unit and packaging be inspected by MHIAA if required? *

From what date is the unit available for inspection? *

Where was the damage discovered? *

When was the damage discovered? *

Is the unit in workable condition? *

Is replacement required or is credit preferred? *

Replacement required
 Credit required

Is there any additional information you would like to share with us?

Store / Location
Name *

Address *

Phone *

Email *

Contact Name *

Date submitted

SMART IQ - ONLINE FORM
14/02/2025

Model Name *

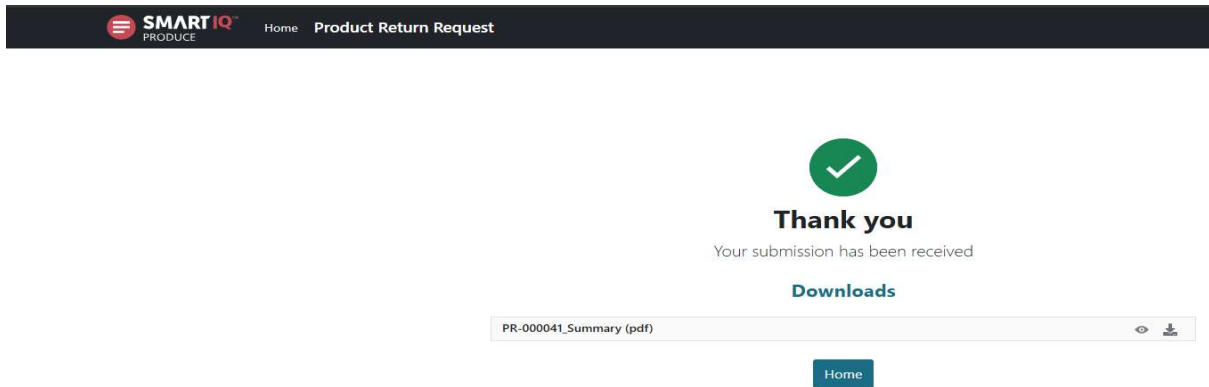
Serial No. *

P/O No.

Quantity *

Please note: Items must be received in original condition and packaging as at time of dispatch.

Please note, you may be unable to proceed with your claim if you do not provide any of the above details.



6. Once you have completed the form you will be provided with a Product Return number (PR). You will also be able to download and save a copy of the form you have completed for future reference. You can use this PR number if you need to follow up with the Returns team at any time.
 - You will receive updates at each stage of your claims processing, once approved you will receive notification of your RAD reference, and details of replacement (if requested). We will also confirm pick-up and replacement dates for you.

Should you at any time need any help with this new process please reach out directly to the returns team. You can also contact your account manager, and they will be able to guide you through the process.

MHIAA Returns Team
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