

INSTRUCTIONS ON USE OF FORMS

Welcome to PPG ONLINE, our online ordering website.

Should you need to return a faulty product or a product that was incorrectly sent to you, please follow the below procedures.

- 1 Complete a Product Returns Authorisation Form.
- 2 Return the completed form to PPG via email to onlinereturns@ppgaust.com.au marked for the attention of Colleen Ellis or Khai Ha
- 3 PPG will complete the Internal Section of this form including noting down the Credit Note Number onto your form. This form will be emailed back to you clearly marked as “approved” or “declined”.
- 4 If approved, you will need to attach a copy of this signed and approved form when completing a Request for Refund form.
- 5 Complete the Request for Refund form and email to PPG Accounts Receivable as per your state who will process your refund request within 48 hours.

NSW: ar.nsw@pro-pac.com.au

VIC: ar.vic@pro-pac.com.au

QLD: ar.qld@pro-pac.com.au

WA: ar.wa@pro-pac.com.au

SA: ar.sa@pro-pac.com.au



FORM 1: PPG ONLINE PRODUCT RETURNS AUTHORISATION FORM

Customer Name	
Customer Account Code	
Telephone/Mobile Number	
Email Address	
Invoice Number	
Stock Code (Part Number)	
Quantity	
Cost of Product Return	
Credit Note Number (provided by PPG)	

Reason(s) why a request is being made to return a product(s)

INTERNAL ONLY			
Approved	<input type="checkbox"/>	Declined	<input type="checkbox"/>
Name/Date	_____		
Signature	_____		

Please complete this form and send back to PPG

1. Email a copy of the completed form to onlinereturns@ppgaust.com.au
2. Marked for the attention of Colleen Ellis or Khai Ha

PPG will return this form to you marked as “approved” or “declined”. You will need to provide a copy of this **signed and approved** form when completing Form 2.



Pro-Pac Packaging (Aust) Pty Ltd
ABN 12 059 499 660
Building 1, 147-151 Newton Road, Wetherill Park NSW 2164
PO Box 6484, Wetherill Park NSW 2164
Tel: (02) 8781 0500 Fax: (02) 8781 0599
www.ppgaust.com.au



FORM 2: PPG ONLINE REQUEST FOR REFUND FORM

Customer Account Code	
eWay Transaction ID#	
Sales Order Confirmation Number	
Date Order Placed	
PPG Online User Name (email)	
Email Address (if not same as above)	
Customer Name:	
Company Name (if applicable)	
Copy of Product Returns Authorisation Form (signed & approved by PPG)	
Amount to be Refunded	
Reason for Refund	
Telephone/Mobile Number	

Terms & Conditions:

1. A Product Returns Authorisation Form must be completed by the customer and approved by PPG before a request for a refund can be made.
2. All credit payments will be refunded back to the original credit card used for PPG Online transaction.
 - a. Visa and MasterCard: it may take up to 48 hours (working days) for your refund to be processed.
 - b. American Express: it may take up to five (5) working days for your refund to be processed.
 - c. Note: Refunds may take up to five (5) working days to appear on your account.
3. Accounts customers will be refunded by EFT.
 - a. A copy of your bank account deposit slip or cheque is required.
 - b. Refund may take up to two (2) working days.
 - c. Cheque refunds require signatories to be present.
4. Email this completed form to Accounts Receivable as per your state e.g., NSW is ar.nsw@pro-pac.com.au
5. An email will be sent as confirmation that your refund has been processed. Please ensure a correct email address is provided on the form above.



Pro-Pac Packaging (Aust) Pty Ltd
ABN 12 059 499 660
Building 1, 147-151 Newton Road, Wetherill Park NSW 2164
PO Box 6484, Wetherill Park NSW 2164
Tel: (02) 8781 0500 Fax: (02) 8781 0599
www.ppgaust.com.au