

This form is divided into four sections and should take 5 minutes to complete. Please ensure to provide as much detail as possible to assist us in resolving the issue.

1. CONTACT DETAILS

Name:

Phone: (+)

Email:

Delivery Address (for repair parts):

Couplemate™ Invoice Number:

Reference number may also be used.

2. TRAILER / TOW VEHICLE DETAILS

Trailer VIN Number:

Aggregate Trailer Mass (ATM):

Tow Ball Weight:

Trailer Registration Number:

Select Type: Trailer Caravan / Camper

If **Caravan / Camper**, describe Make and Model:

If **Trailer**, describe Application:

Tow Vehicle GVM:

Does the Trailer have a recent Weighbridge Certificate? YES NO

If **YES**, specify the details:

3. COMPONENT ISSUE DETAILS

Date Issue Occurred:

Please specify who installed the component:

Please describe the issue (in as much detail as possible):

Please describe what repair parts may be required:

4. SUBMISSION DETAILS

Couplemate™ aims to review claims within 48 hours of being submitted. In busy times, this time frame may vary. If you require urgent parts, please contact sales to purchase via phone.

Please email this completed form to sales@couplemate.com.au.

Please ensure to attach photos of the issue being reported.

Include photo of the VIN plate.

Couplemate Trailer Parts Pty Ltd

www.wholesale.couplemate.com.au

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Email: sales@couplemate.com.au

Opening Hours

Monday – Friday

8:00am – 5:00pm

Closed on weekends and public holidays.