

REPAIR RETURN FORM

send to: Allflex Australia, 185 Queensport Road North, MURARRIE QLD 4172 - phone: 1300 138 247

Please clean all items before returning them to Allflex at the above address.

CUSTOMER DETAILS:

Name		Property Identification Code (PIC)							
Address									
		Phone no.							
Email		Mobile no.							

RETAILER DETAILS:

Retailer name			
Contact person		Phone no.	
Address			
Email			

RETURN DETAILS:

Date of purchase (IF UNDER WARRANTY)		Is the product under warranty? (IF YES, PROOF OF PURCHASE IS REQUIRED)	<input type="checkbox"/> YES <input type="checkbox"/> NO
Product		
Serial number		
Please list all parts of the equipment that have been returned		
Fault details and additional comments Note: It is recommended to send data leads, chargers and USB adaptors back for testing with the reader	MANDATORY - PLEASE COMPLETE:		
Return address/ despatch instructions		
Does this reader contain critical data?	<input type="checkbox"/> YES* <input type="checkbox"/> NO <input type="checkbox"/> See Note 1 below.		

ACTION REQUIRED:

Repair go ahead	<input type="checkbox"/> I authorise Allflex to repair my reader up to the value of \$500.00 or other amount as specified: \$..... Please bill to my nominated Retailer.		
Quote required	<input type="checkbox"/> Repair turn-around time may be delayed whilst the quote is approved.		
Authorised by		Signed	

Note 1 — It is Allflex standard policy to retain reader data where possible; however in some cases this is not possible. ACCC Act Ref <http://www.accc.gov.au/business/treating-customers-fairly/repairs-spare-parts>

The repair of your goods may result in the loss of any user-generated data. Please ensure that you have made a copy of any data saved on your goods. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.