REPAIR RETURN FORM – INDUSTRIAL

send to: Allflex Australia, 33 Neumann Road, Capalaba QLD 4157 – phone: 1300 138 247

This form is required to be filled out and sent with each repair.
Please clean all items before returning them to Allflex at the above address.

CUSTOMER DETAILS:

Name			
Address		Phone no.	
		Mobile no.	
Email address			

RETURN DETAILS:

Date of purchase **(IF UNDER WARRANTY)**		Is the product under warranty? **(IF YES, PROOF OF PURCHASE IS REQUIRED)**	☐ YES ☐ 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?	☐ YES* ☐ NO ***See Note 1 below.**		

ACTION REQUIRED:

Repair go ahead	☐ I authorise Allflex to repair my reader up to the value of $500.00 or other amount as specified: $.....
Quote required	☐ Repair turnaround time may be delayed whilst the quote is approved.

CREDIT CARD DETAILS:

Card type	☐ VISA ☐ MASTERCARD		
Credit card no.		Exp. date	
Name on card		Signature	

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.