



Repair Return Form

This form is required to be filled out and sent with each repair.

Aleis Repairs
37 Neumann Rd
Capalaba Qld 4157
Please send all repairs to the above address.

Customers Details

Name	
Address	
Phone Number	
Email Address	

Rural Merchant Details (If sending back through a merchant)

Merchant Store	
Contact Person	
Address	
Phone Number	
Email Address	

Product Details

Product	
Void/Serial Number	
Item/s Included (Please list all items being sent with repair)	

- Is the Product under Warranty? YES NO - If YES proof of purchase is required.
- Does this reader contain critical data? YES NO - See note 1.
- What file / sessions are needed? All

Fault Details and Any Other Comments. (It is recommended to send data leads, chargers and USB adaptors back for testing with the reader)

- Repair Go-ahead. To speed up the repair process I authorise Aleis to repair my reader up to a value of \$500 or other amount.
- Quote Needed. Repair turnaround time may be delayed whilst quote is approved.

Credit Card Payment Information													
<input type="checkbox"/> Visa Card							<input type="checkbox"/> Master Card						
Credit Card Number											Expiration Date		
												Month	Year
Name on Credit Card											Signature		

Note 1. - It is Aleis 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.