

SOUTHERN CROSS EDUCATIONAL ENTERPRISES

PO Box 3102, CABOOLTURE BC QLD 4510 Australia

Ph orders dept : 07-3881 5710

Fax: 07-3205-7331

e-mail: orders@scee.edu.au

DISCREPANCY AND RETURNS FORM

Returns to be addressed:

RETURNS ONLY ENCLOSED

Southern Cross Educational Ent

PO Box 3102,

CABOOLTURE BC QLD 4510

Australia

*** Please fill in the form ***

– Returns received without customer
identification cannot be credited.

Office Use Only

Date Rec

Postage \$

Name

Customer Code

Address

Phone No.

IMPORTANT - THIS FORM MUST ACCOMPANY ALL RETURNS AND ERROR REPORTING!

UNUSED PRODUCT ONLY IS RETURNABLE

This form is not to be used for ordering. Any such request will be delayed because of the Returns Process.

Please place a separate order for any replacement items.

Include a note on the Order Cover Sheet that you have returned goods for credit towards the order. Restocking fees apply to Returns so please ensure your order payment makes allowance for these fees as well as freight charges for the new order.

NO credit
will be
given for

- Used goods, also SCORE KEYS, Cassette tapes, CDs & DVDs or obsolete items.
- Items not purchased within the last 90 days.
- Any item that is not in new, re-saleable condition.
- Copy right applies on all products including score keys, tests, CDs & DVDs
- Any PACE from which a Test has been removed or detached
- Sets or kits that have been opened and assembled

RESTOCKING FEE: Returns are subject to a Restocking fee of 20%. If the value of the returned items exceeds \$100, the Restocking fee is reduced to 15%. Credit is given at the purchase price. We do not issue cash credit for returns.

Prior to issuing credit, staff are required to check the original invoices.

ERRORS IN ORDERS

**PLEASE REPORT ERRORS IN YOUR ORDERS WITHIN 20 DAYS
OF INVOICE DATE**

Ph 07 3881 5710 (Orders direct)

or Fax this form 07 3205 7331

**AND MAIL RETURNS IF NECESSARY INCLUDING COMPLETED
FORM.**

Please ensure you check your order twice – compare the items received with the invoice that is enclosed with your order, and compare the invoice with a copy of the order form submitted. SCEE order claims must be filed within 20 days.

To avoid having to purchase a score key twice, please check all Paces & score keys for tests & test keys.

**NO SCEE ERROR/FAULTY PRODUCT
ADJUSTMENTS CAN BE MADE AFTER 20 DAYS**

****Overseas customers MUST contact SCEE before
returning any incorrect items ***

ITEM No. & DESCRIPTION	REASON FOR THIS RETURN OR DISCREPANCY Please give the reasons for and details of this return or error in order	INVOICE NUMBER must be included	Invoice Date

Customer Comments:

Additional space over page.

Office Use Only:

Received ☐ As listed

☐ Eligible for credit

Customer ret

Restock
20% 15%

DISC #

Frt Ref
\$

Data Entry

C/N #

Date

(Intls)

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