

SHIPPING ADJUSTMENT CLAIMS AND RETURNS FORM

Returns to be addressed: RETURNS ONLY ENCLOSED
 Christian Education Ministries
 PO Box 3101,
 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!

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 in the last 12 months
 - Any item that is not in new, re-saleable condition.
 - Copy right applies on all products including score keys, tests, CDs & DVDs

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 5727 (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. CEM 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 CEM ERROR/FAULTY PRODUCT ADJUSTMENTS CAN BE MADE AFTER 20 DAYS.

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

ITEM No. & DESCRIPTION	REASON FOR THIS RETURN <small>Please give the reasons for and details of this return.</small>	INVOICE NUMBER must be included	Invoice Date

Customer Comments:

Additional space over page.

<p><i>Office Use Only:</i> Received <input type="checkbox"/> As listed</p>	<p><input type="checkbox"/> Eligible for credit</p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Customer ret</td> <td style="width: 50%;">Restock</td> </tr> <tr> <td style="text-align: right;">>>> <input type="checkbox"/></td> <td style="text-align: left;">20% 15%</td> </tr> <tr> <td>DISC #</td> <td>Frnt Ref</td> </tr> <tr> <td style="text-align: right;">>>> <input type="checkbox"/></td> <td style="text-align: left;">\$</td> </tr> <tr> <td>Data Entry C/N # Date</td> <td style="text-align: right;">(Intls)</td> </tr> </table>	Customer ret	Restock	>>> <input type="checkbox"/>	20% 15%	DISC #	Frnt Ref	>>> <input type="checkbox"/>	\$	Data Entry C/N # Date	(Intls)
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PRODUCT RETURNS POLICY

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

We take great care in filling, checking and packing your order, unfortunately errors can and do occur. We will endeavour to rectify errors as a matter of priority. Record any unwanted/incorrect/defective items on the Product Returns Form. The Product Returns Form must accompany all returned products.

PROCEDURE

Complete and return a Product Returns Form with the incorrect items.

Properly wrap, tie and tape the carton. Newspapers should NOT be used for packing materials as it smears the PACE's.

Please report any errors in your order within 20 days of invoice date.

Ensure you check your order and compare the items received with the invoice that is enclosed with your order.

MISSING ITEMS

If you find you have an item that is missing from your order and it is on the enclosed invoice; please contact the Christian Education Ministries (CEM) orders department via phoning: (07) 3881 5744

DEFECTIVE MATERIALS

Items will be replaced at no charge. Complete a Returns Form identifying the materials and type of defect. Return the completed form with the material. Your account will be credited for the return postage.

LOST SHIPMENT

If the shipment has been lost or shipped to the wrong location, the customer should contact the orders department. If you have not received the correct number of boxes, wait two or three days and then call the orders department. Multi-part consignments can become separated, Do not sign a delivery docket where the total number of boxes delivered does not correspond with the number of boxes indicated on the delivery docket.

DAMAGED SHIPMENT/MATERIAL

If the shipment is damaged you should contact the CEM orders department immediately. If you find the material is damaged after opening please complete a Product Returns Form indicating the items damaged during shipment and return to CEM.

No credit will be given for:

- Score keys
- Used goods, cassette tapes,
- CD's or DVD's
- Obsolete items.
- Items not purchased in the last 12 months
- Any item that is not in new, re-saleable condition

RESTOCKING FEE

Returns are subject to a restocking fee of 20%.

If the value of the returned item exceeds \$100, the restocking fee is reduced to 15%.

Credit is given at the purchase price. We do not issue cash credits for returns.