

Returns Claim Form



Returns Department
Serco PTY LTD
108-114 Steel Street
Capalaba QLD 4157
Ph. (07) 3362 6600
Fax: (07) 3362 6610
Email: sales@serco.com.au

Complete this form and include it to the product/s you are returning for a claim. **You must attach a copy of the purchase invoice with this form.** No claims will be accepted without all paperwork.

Purchase Details

Account No:	Account Name:	Date:
Contact Name:		Contact Phone No. ()
Purchase Invoice No:	Date Purchased:	

Product Details

Goods returned for credit must be returned to Serco within 60 days of invoice date. **No goods can be returned after 60 days.**

QTY	Part No.	Description:	Reason for Return:

OFFICE USE ONLY

Return Action: Accepted <input type="checkbox"/> Rejected <input type="checkbox"/>	Reason:
Credit Note Reference:	

Details of Action: _____

Name of Creditor: _____ Signature: _____ Date: _____



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SERCO RETURNS POLICY

June 2015

All goods returned for credit must be accompanied by the following:

- A return claim form (contact Serco for a copy or download one from the Serco website)
- A copy of the original Serco invoice (preferred) or invoice number.
- A reason for the goods being returned.

No returns will be accepted without the above documents. Please make sure you have all the above paperwork attached to the goods so there are no delays in the credit process.

All freight on goods returned for credit must be pre-paid.

Goods returned for credit must not have been used / fitted or modified in any way. They must be in their original, complete, unmarked packaging and be in a re-saleable condition. **Goods failing to meet this requirement will be refused credit and returned to the customer, freight collect.**

Goods returned for credit, subject to the above conditions, may be returned to our warehouse **within 60 days** without penalty. **No goods can be returned after 60 days.**

Goods purchased from our "Specials Flyer", package deal components or buy-ins / specially procured non-stock lines will not be accepted for credit.

Goods that are short supplied must be referred to Serco within 7 days of receipt.

Receipt of goods into our warehouse should not be seen as an obligation by us to issue a credit.

Under no circumstances should credit requests be deducted from account payments.

Any further questions regarding this policy should be directed to the Serco returns department. You can contact the returns department on (07) 3362 6600 or fax (07) 3362 6610 or via an email: sales@serco.com.au