

ABACUS CALCULATORS FAULTY RETURNS FORM

- If you have a faulty calculator purchased from Abacus, please call us on **1800 998 424** prior to returning your calculator as we may be able to resolve the issue with you over the phone. Sometimes, we will request a photograph and the calculator credit can be issued and calculator disposed.
- Please complete this form in full and return the faulty product. If we have agreed for you to dispose of the calculator and receive credit from ABACUS, a photograph w required.
- To avoid further damage to your calculator before you post please ensure your calculator is securely wrapped.

Raised By:	Abacus Schools Department. (WA)	Date	
-------------------	--	-------------	--

School / Company Name:			
Street Address:			
Suburb		State	
		Postcode:	
Contact Name:		Phone #	
Email:			
Name of student/owner:		Year level:	
Date of Purchase:		Invoice #: (if known)	

MODEL:	
QUANTITY:	
FAULT DESCRIPTION:	

SEND TO:
ABACUS CALCULATORS
REPLY PAID 4119
VICTORIA PARK WA 6979

OR
ABACUS CALCULATORS – 18 OSWALD STREET, VICTORIA PARK WA 6100

RETURN DELIVERY CONDITIONS

- Please allow up to 10 business days from the date of dispatch to Abacus or **send express post for quicker turnaround.**
- Once repaired or replaced your calculator will then be delivered directly to the school or business address– we cannot deliver to a PO Box as our courier service requires signature on delivery. In the case of a credit, all credit notes will be issued at the end of the calendar month.
- Quoted repair costs for out of warranty products will be issued to you prior to any repairs commencing.

Date Received		Repaired / Returned:	
Processed By		Date Completed:	