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

SHIPPING ADJUSTMENT CLAIMS AND RETURNS FORM

**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.

- 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

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.

**Item No. & Description**
**Reason for this return**
**Invoice number must be included**
**Invoice date**

Customer Comments:  

**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 ***
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<table>
<thead>
<tr>
<th>ITEM No. &amp; DESCRIPTION</th>
<th>REASON FOR THIS RETURN</th>
<th>INVOICE NUMBER must be included</th>
<th>Invoice Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTINUED from previous page ...</td>
<td>Please give the reasons for and details of this return. SCEE error, Ordering error, Unwanted, Withdrawn</td>
<td></td>
<td></td>
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