



Returns Form

Tel: 1300 300 324
Fax: 1300 300 374
PO Box 169, St Peters
NSW Australia 2044
sales@comcen.com.au
www.comcen.com.au

This form will assist us in processing your returns as quickly as possible.

Our Refund Policy

Under the Trade Practices Act 1974 you may seek a refund if goods:

- Are or become faulty through no fault of your own;
- Are not fit for a stated purpose or a purpose you made known to our sales staff;
- Don't match our description or sample; or
- Have defects that were not obvious or we did not bring to your attention.

Goods must be returned to us within 21 days of the original shipping date, at which point:

- We can either replace; or
- Refund any faulty goods, as appropriate.

Returning Items to Comcen

If you believe that you are entitled to a refund (in accordance with this policy), please follow the steps below.

1. Complete the *Returns Form* on the following page of this document. It is important the entire form is completed.
2. Send the completed form with the faulty item (and all original packaging and inserts) to:

Comcen Returns
PO Box 169
St Peters 2044
NSW Australia

When we receive your item we will test it for the specified fault.

- If you are eligible we will send you a replacement unit, if one is available and appropriate. Otherwise we will contact you to make alternative arrangements.
- If we believe you are not entitled to a refund or replacement we will contact you to explain our reasons.

Please allow up to three weeks for testing and return shipping to take place. Generally your item will be received within three weeks, however shipping and testing times may vary. If you have not received your goods within this time frame please;

- Call us on 1300 300 374; or
- Email us at support@comcen.com.au

Returns Form

Your Details

Full Name:

Phone Number:

Email Address:

Return Shipping Address:

Reason for Return

Please tick one of the following:

- Incorrect Item Sent
- Item Faulty
- Other

Return Description

Please advise why you are returning your item:

Authorisation

Signature:

Date:

By signing this form you agree that a \$15 shipping charge may be applied to your account to return your item if it is not found to be faulty.