

Claim Form – for GOODS

**Attn: Claims Dept.
AILCD
PO Box 598
Hornsby NSW 2077
Australia**

Name: _____

Address: _____

Postcode: _____

Phone: _____

Mobile: _____

Title of Goods purchased: _____

Date purchased: _____

Receipt no (if known): _____

Location of purchase (i.e. Website, in person at our premises, Sales representative):

Sales person's name: _____

Customer login / website username: _____

Means of notification/contact regarding this claim (tick one):

Phone +61 2 9477 2211

Fax +61 2 9482 1662

Email info@ailcd.com.au

Post¹ Mail to the above address

Date & Time you contacted us: _____

Contact person (who you spoke with/emailed): _____

NOTE: ALL SERVICES ARE SUBJECT TO THE MOST UP-TO-DATE EDITION OF OUR DISCLAIMER STATEMENT AS PUBLISHED ON OUR WEBSITE.

¹ Note: for a claim to be accepted where notification was provided by post, you must have proof of posting the letter three (3) working days before the service was to have been provided.

Your claim (see definitions in AILCD’s current Warranty & Refund Policy):

Issue(s): The goods were (tick which applies):

- Were Faulty/Defective
- Not of “Merchantable Quality” (see definitions above)
- Not “Fit for the purpose” (see definitions above)

Detailed description of problem/fault (attach separate page if required): _____

Do you wish to receive (tick one):

- Replacement with functioning copy of SAME product
- Repair of faulty product
- Refund
- Credit voucher
- Exchange / choice of equivalent or alternate product

Conditions: *When returning goods without your receipt, we require suitable identification such as a Driver’s Licence or any other form of identification that contains your name, address, signature and photo such that we can match these against our customer purchase records. Where your proof of identity matches our records, the claim will be handled according to the above procedure. In the event that your proof of identity does not match our records, we regret that no refund, exchange, voucher or repair will be able to occur.*

A mere statement, regarding the issues above, without evidence is not accepted as a claim for warranty or refund. The issues of both skill and care must be associated with what is reasonably expected in return for the fee paid and the associated time expected to be spent for that fee. If the service claim is advice only, then the onus is on the client to carry out that advice in order to gain result. If the service claim is complete therapeutic outcome, then the responsibility is upon the therapist. But, the extent of warranty is only to the extent of the claims made by the therapist, in writing, before the therapy takes place. Resource materials, if not fit for purpose must be remedied and reissued.

I have read, understood, and accept the conditions associated with this claim.

Signed: _____

Date: _____