

Claim Form – for SERVICES

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

Name: _____

Address: _____

Zip code / Postcode: _____

Phone: _____

Mobile: _____

AILCD's Customer login / website username: _____

Type of Services purchased: _____

Date services were received (or, if claiming exchange, cancellation, or refund, Date services will be received): _____

Receipt no (if known): _____

Location service provided (ie. in person at our premises, via our website):

Consultant/service provider's name: _____

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.

AILCD Warranty & Refund Policy – Claim Form for Services

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

Do you wish to (tick which apply):

Exchange services not yet received & negotiate another time for services to be provided (subject to availability)

Cancel booking for services not yet received & obtain a Refund

Make a claim against services already received. Please indicate the issue(s) involved: The service I received:

Was not provided with due care

Was not provided with due skill

The resource materials provided were:

Faulty/Defective

Not “Fit for the Purpose”

Not of “Merchantable Quality”

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

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: _____