

Hardware Return Form



SEND TO:

Quest Payment Systems - Returns
227 Burwood Road
Hawthorn, VIC 3122 Australia
Ph: +61 3 8807 4400
Email: support@questps.com.au

Date sent: _____

ABOUT THIS FORM:
This form can be filled out electronically using Adobe® Acrobat® Reader.

FROM:

Your Company Name	
Store Name/Location	
Contact Person	
Address	
Phone #	
Your Reference #	
Your Order # (if applicable)	
Contact Email Address	

HARDWARE REPAIRS*

Serial Number	Fault Description
	Eg: Bad card reader, Keymat needs repair, Broken casing, No power up, Software error (list any codes displayed), and Liquid damage.

BANK DETAILS*

Serial Number	Bank Name
	Please be aware that Quest is unable to reload PINpads to a different financial application without the owner's consent. If you are a third party service provider or rent your equipment you will need to obtain consent.

*When contacting Quest regarding your equipment, we will ask you to quote your PINpad serial number. Please retain a copy of the serial numbers for your records. Processing times will vary, please allow a minimum of 15 working days from when Quest receives your equipment.

Return address (if different to above): _____

Comments or special instructions: _____
