



Quest Hardware Return Form

To: QUEST PAYMENT SYSTEMS

Service Department

227 Burwood Road

Hawthorn VIC 3122

Phone: +61 3 8807 4444

Fax: +61 3 8807 4411

Email: support@questps.com.au

Ship Date: _____

Office Use

Return to Stock

Stock Name: _____

FROM:

YOUR COMPANY	
Store Name/Location:	
Contact Name	
Address	
Phone & Fax No.	
Your Reference No:	
Your Purchase Order No:	
Contact Email Address:	

HARDWARE REPAIRS*

Serial Number:	FAULT DESCRIPTION	<i>Eg: Bad card reader, Key mat /Display repair, Broken casing, No power up, Software error (list any codes displayed), and Liquid damage.</i>

BANK RELOAD*

Serial Number:	BANK NAME	<i>Please be aware that Quest is unable to reload PINpads to a different financial application without the owners consent. If you are a third party service provider or rent your equipment you will need to obtain this.</i>
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**When contacting Quest regarding your equipment, Quest 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. Please refer to your Quest Account Manager for repair and reload charges.*

Return address (if different to above): _____

Comments or special instructions: _____
