

Each claim is processed individually according to Early Childhood Australia's Terms of Trade.  
Submission of this form does not guarantee a replacement.

Name/Organisation: \_\_\_\_\_

Contact (if organisation): \_\_\_\_\_

Account Number: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Items Not Received: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Invoice Number: \_\_\_\_\_

I have read Early Childhood Australia's Terms of Trade and understand that claims for failure of receipt of ordered goods, excluding subscriptions, must be made within 6 months of the date ordered. Claims made for failure of receipt of goods ordered as a subscription must be made within 6 months of the date of publication of the title. A maximum of 2 claims by any one customer within a 12 month period will be accepted.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

**Please return this form together with returning goods to:**

Early Childhood Australia  
PO Box 86, Deakin West ACT 2600  
T: (02) 6242 1800 F: (02) 6242 1818  
E: [eca@earlychildhood.org.au](mailto:eca@earlychildhood.org.au)