

Bendigo Bank EFTPOS powered by Tyro Returns and Damages Policy

How to return your EFTPOS machine

To return your EFTPOS machine(s), please do the following:

1. Contact our Local Support team on 1300 108 976 to organise a prepaid Startrack satchel to be sent to your nominated address
2. Take a photo of the top, bottom, and each side of the EFTPOS machine, ensure the serial number is legible. Save for reference
3. If you ordered a replacement Mobile EFTPOS machine and it does not come with a battery, please retain and reuse your existing battery
4. If you are returning your EFTPOS machine without a replacement, please remove the battery from the Mobile EFTPOS machine before packing it in the same Startrack satchel. Do not return a machine with the battery inside. **Battery removal is required under the Dangerous Goods Act**
5. Package the EFTPOS machine securely (preferably in its original box)
6. Place the packaged machine in the provided prepaid Startrack satchel
7. If there is a label provided, stick the label on the satchel
8. Call Startrack on 13 23 45 (8am to 6pm Sydney time, Monday to Friday)* to book a collection
9. Keep a record of the provided booking reference number
10. Sign the provided Dispatch Summary Report and tick 'No' to both 'Multiple Pickup' and 'Damaged at Pickup'
11. Cut the Dispatch Report page along the centre line. The bottom half is to be signed by the driver and kept by yourself, the top half is to be given to the driver

We don't want you to encounter any more fees. In order to avoid further rental or replacement charges, please return the EFTPOS machine to Tyro within 5 working days from the date you receive the pre-paid satchel.

Damages

In the unfortunate situation you were to damage your EFTPOS machine, Tyro will debit the cost of repairing the EFTPOS machine from your nominated fee account in order to restore the EFTPOS machine to its original condition, or for replacing the EFTPOS machine in the event the damage is irreparable.

Such cases are:

- Permanent markings, damage or cracking of the EFTPOS machine casing
- Liquid damage
- The removal of the PIN privacy shield (Mobile EFTPOS machines)

Tyro's standard repair rates for damaged EFTPOS machines are as follows:

Model	Rate (excl. GST)
CounterTop EFTPOS machine	\$260
Mobile EFTPOS machine	\$260
Missing PIN shields	\$90

Replacement costs

If the EFTPOS machine is lost or damaged beyond reasonable repair as determined by Tyro, its replacement value will be charged to you.

Customers are responsible for the insurance of the EFTPOS machine against any loss or damage that may arise from vandalism, theft, fire, flood, earthquake, or misuse and neglect.

**To activate your EFTPOS machine please call our
24/7 Australian-based Customer Support team on
1300 108 976**