



# Serial Number Removal Request form

## Attention: Data File Repair Team

Bill to serial number (serial number you will use to activate the file):

Date (DD/MM/YY):

Company name:

Contact:

Email:

Phone:

Mobile:

Name of Company File(s) Submitted:

I have read and accepted the Terms and Conditions (below) and frequently asked questions outlined (page 3).

Signature:

Date:

## Please specify the service you require

**Standard Service: Up to 4 working days turnaround**

**Premium Service: 4 hour turnaround**

Customer with cover: \$29 first file; \$11 per additional file

Customer with cover: \$50 first file; \$22 per additional file

Customer without cover: \$55 first file; \$22 per additional file

Customer without cover: \$105 first file; \$44 per additional file

**Total Number of files for this request:**

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## Your payment details

The only payment methods available for this service are Visa/Mastercard Credit Card or Cheque. We do not accept Amex, Diners Card, B-Pay, bank transfer, cash or Post Bill pay etc.

I wish to pay using my:

Visa  MasterCard

Credit Card:

Expiry Date:

Cardholder's Name:

I hereby authorise MYOB Australia Pty Ltd to charge the credit card shown above as per the terms and conditions listed on this form, receipt of which is hereby acknowledged.

Your file will be returned only after this form has been received and payment has been authorised.

Cardholder's Signature:

Date:

or

I have enclosed a cheque for the minimum charge (payable to MYOB Australia Pty Ltd).  
If you wish to pay by cheque, full payment must be received before your data file is returned.

## Terms and Conditions

These are the Terms and Conditions governing the data file services provided by MYOB Australia Pty Ltd ('MYOB').

1. You represent that you have the legal right to the information contained on the data files and you authorize MYOB to recover and transfer the information to a new media.
2. MYOB will endeavor to satisfactorily provide the data file service for the charges shown above.
3. MYOB undertakes that the work will be performed in a competent and workmanlike manner and that it will exercise reasonable care to safeguard the confidentiality of the data contained in the files.
4. If any datafile should be damaged or lost while in MYOB'S custody, MYOB'S liability will be limited to the cost of repair or replacement of the blank datafile. Subject to the previous sentence, MYOB'S entire liability for your damages from any cause whatsoever with respect to the repair of your product, whether due to MYOB'S negligence or to any other reason, is limited to the amounts that you pay for repair services. MYOB has no liability whatsoever for indirect, special, exemplary, or consequential damages, such as lost profits or revenue. MYOB has no liability for loss of or damage to data.
5. These Terms and Conditions are governed by the laws of the state of Victoria.

## Step 1: Send the submission form

MYOB require this form to be completed and submitted to the MYOB Data File Repair team before we can complete your serial number removal request.

You can submit your completed request form by:

- **Fax to (03) 9222 9895**
- **Uploading to our secure File Transfer Protocol (FTP)** account along with your data file
- **Post, if you wish to pay by cheque**, send the cheque for the minimum amount along with this form to the address listed below.

**Please note that due to PCI-DSS Compliance reasons we are unable to accept your submission form via email communications.**

## Step 2: Send your corrupt data file

MYOB require you to send your data file to the MYOB Data File Repair team before we can complete your serial number removal. You can send your data file by FTP or by Post or Courier, please follow the instructions below.

Please note that MYOB does not provide technical support on use/connection difficulties of the FTP account.

## Sending your file by FTP

- You need to send an email to request that an FTP account be created for you, please note that without the following details we may not be able to create your FTP account.
  - > Email: [datafiles@myob.com.au](mailto:datafiles@myob.com.au)
  - > In the subject of your email please put the following details:
    - **FTP Account Request** for **Premium** or **Standard** Serial Number Removal
    - **Your company serial number** (serial number you will use to activate the file)
    - **Size of your MYOB date file** in a compressed ZIP/SIT format (total size if submitting multiple files)

An automated reply will be sent to you for every email you send to us. If you did not receive a confirmation, we did not receive your email.

- Once you receive details back regarding the FTP account created for you, follow the steps provided to upload your data file and submission form (please only upload backup/compressed ZIP/SIT files). Once the file has completely uploaded to the FTP account, you must send an email to [datafiles@myob.com.au](mailto:datafiles@myob.com.au) to notify the Data file repair team that the file has been uploaded and is ready for serial number removal.

This email will determine your place in the file repair queue, please include the below details in the subject:

- > **Your company Serial Number**
- > **Serial Number Removal** and whether you are requesting **Standard** or **Premium** service

**Please note that if we do not receive this email, your request will not be placed in the queue.**

## Sending your file by post or courier

### Postal address

MYOB Australia Pty Ltd  
Attention: Data File Repair Team  
PO Box 371  
BLACKBURN VIC 3130

### Courier drop-offs and pick-ups

MYOB Australia  
Attention: Data File Repair Team  
12 Wesley Court  
BURWOOD EAST VIC 3151

- Place your data file on one of the media options listed below and send it to MYOB along with your completed form:
  - > Writable CD's – CD-R or CD-RW
  - > Writable DVD's – DVD±R or DVD±RW
  - > USB Flash Drive

Under no circumstances should any hardware be sent to MYOB. We will only accept your data file on one of the above-mentioned formats. Please note MYOB will not accept responsibility for lost or damaged storage devices.

- Please make sure that files can be successfully restored from the storage media you intend to use, to confirm this, you should attempt to restore the file from the medium you are sending to us.
- MYOB Australia will endeavour to return updated



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data files using Express Post (next business day delivery). If you require urgent shipping, a courier must be arranged and paid for by you