

HOWARD INSTRUMENTS

Payment Procedure – Odometer Reset

1. Email us a completed Instrument Cluster Adjustment form.

Send it to: info@howardinstruments.com.au

The form **must** include:

- your Freight Account Number and the Shipping Address for the return (it only appears on handwritten consignment notes, so we can't see it otherwise)
- your name and the email address we can use for the whole process
- the vehicle model, Build Date & VIN (these go on your invoice)
- the odometer reading you require (in km). This also appears on your invoice.

2. We email you a pro-forma invoice.

It will come from info@howardinstruments.com.au.

3. You make the payment and include our pro-forma invoice number and Registration/order number by:

- direct deposit (bank details are on the pro-forma invoice), or
- credit card by phone, quoting the pro-forma number as the reference.

Please do not proceed to Step 4 until you have completed Steps 1–3, as this will considerably delay dispatch at our end.

Please do not phone for tracking details.

Email only: sales@howardinstruments.com.au & cc info@howardinstruments.com.au

4. You send us the cluster using your freight account.

5. TNT/FedEx is our preferred carrier.

TNT/FedEx pick up and drop off between 11 am and 1 pm each weekday.

6. We reset the odometer.

7. We return the cluster using your freight account.

We must book TNT/FedEx courier pick-ups by 4 pm the previous day.

Paid and completed jobs can be collected between 9 am and 4 pm, Monday to Friday, on presentation of a copy of our paid invoice.

Howard Instruments

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Phone: (03) 9457 4755 (Line 2 – Sales)

www.howardinstruments.com.au

info@howardinstruments.com.au