



LIGHTING • STAGING • AUDIO • EVENTS • SERVICE

## SERVICE REPAIR REQUEST FORM

Customer Information – Please complete all fields

<b>Organisation:</b>			
<b>Contact:</b>			
<b>Phone:</b>		<b>Mobile:</b>	
<b>Email:</b>			
<b>Shipping Address:</b>			
<b>Billing Address:</b>			

End user Information – please complete detail of the end user of this item

<b>Are you the person who uses this item, witnessed the fault, or diagnosed the fault</b>	<b>YES</b>	<b>NO</b>
<b>If no, please complete details of person who uses this item, witnessed, or diagnosed the fault</b>		
<b>Name:</b>		
<b>Phone:</b>		<b>Mobile:</b>
<b>Email:</b>		
<b>List any items used with this Item:</b>		
<b>Where has this item been removed from?</b>		
<b>To the best of your knowledge, has the item been repaired before?</b>	<b>YES</b>	<b>NO</b>

Product Information – what are you sending us and what is wrong with it?

<b>Make:</b>			
<b>Model:</b>			
<b>Serial Number:</b>		<b>Date of Purchase:</b>	
<b>Fault:</b>			
<b>Please call first if Total Repair Cost is over</b>	<b>\$</b>		<b>inc GST</b>
<b>Is your job urgent?</b>	<b>YES</b>	<b>NO</b>	<b>Date you need your item back:</b>
<b>Do you want it seen as a priority? (surcharge applies)</b>		<b>YES</b>	<b>NO</b>





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## SERVICE DEPARTMENT DISCLAIMER

### Turn Around Times

Whilst every attempt is made to repair an item in the shortest amount of time, approximately two weeks is the normal repair turn around. At certain times of the year there may be a delay. For a surcharge of \$55.00, payable in advance, your item is guaranteed to be looked at within 24 hours (dependant on availability).

### Availability of Parts:

Many common parts are available directly from stock; however, as a product can potentially contain thousands of parts we do not stock everything. Most parts can be sourced from the supplier within two to six weeks. Very urgent parts can be air freighted in at extra expense depending on availability. Parts are usually available for 7 years after the product is obsolete.

### Data Backup:

- ✚ Save and back up any information stored within your unit. We are not responsible for any lost data.
- ✚ If back up is required it MUST be stated and a fee will be charged accordingly.
- ✚ In some instances it may not be possible to back up data due to the fault.

### Accuracy of Reported Fault

Please be specific regarding details on how and when the fault occurred, is it repeatable, was other equipment involved, was there a power problem, do the problems show up at a certain time of day and so on. Unless the fault is accurately reported it may not be discovered during the allotted repair time.

### Age & Condition of Unit

- ✚ Due to the age and condition of some equipment it may not be possible to repair an item reliably. Usually if the repair is to cost more than 50% of the products current value then it is deemed not economical to repair.
- ✚ Excessively dusty or dirty equipment will be cleaned, incurring a cleaning charge. Often the dirt may be the cause of the failure so its removal is vital to maintain equipment in usable condition.

### Fees & Charges

- ✚ Labour Rate: \$110.00 per hour
  - ✚ Minimum Labour Charge: 1 hour (payable in advance for cash customers)
  - ✚ Minimum Parts Charge: \$11.00
  - ✚ Sundries & Consumables (ie cable ties, adhesives, cleaning agents, fixing hardware etc) may be charged
  - ✚ Unclaimed items will be sold as per the Disposal of Uncollected Goods Act 1970 to recover costs
  - ✚ 24 Hour Urgent Turn Around Fee = + \$55.00 surcharge (dependant on availability)
- All prices include GST

**I have read and understood the above information.**

**Signed:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

