☐ WARRANTY CLAIM ☐ CHARGE

☐ INSPECTION & QUOTE

CUSTOMER SERVICE REPAIR FORM

SERVICE FOR	
Name	Acc No.
Address	
Contact	Mobile:
Phone:	Fax:

REPAIR DETAILS
Fault Reported
Special Remarks

CHECK-IN DETAILS
Date returned for Service / /
Customer Order/Reference No.

PRODUCT DETAILS
Type of Product
Brand
Model No.
Serial No.
☐ Keys ☐ Cables ☐ Power Supply ☐ Insert ☐ Spool ☐ Wet Cover
Accessories

WARRANTY DETAILS
Date of Purchase
Invoice No.
RA No.

INSPECTION & QUOTE FEE
If ALLPOS inspect & quote a repair and that quote is not accepted by the customer, a "Quote Fee" will be applicable. Under no circumstances will a repair be looked at Free of Charge unless covered by manufacturer's warranty. Please consult with our Service Department for current "Schedule of Fees" and "Warranty periods".

SERVICE RATES
All work carried out by the ALLPOS Service Centre is charged on an hourly rate. Please consult with our Service Department for current "Schedule of Fees".

MINIMUM SERVICE CHARGE
ALLPOS has a minimum service charge of 1/2 hour on all repairs carried out by the Vantex Service Centre. Please be aware that it doesn't matter how small the job is you will be billed the 1/2 hour minimum charge.

WARRANTY REPAIRS
If repairs are booked in for Warranty work, the customer must provide ALLPOS with a copy of the Proof of Purchase prior to commencement of works. If proof of purchase cannot be supplied to ALLPOS then the repair will be invoiced out at the "Service Rates".

PAYMENT
If the customer does not have a trading account established with ALLPOS then the Service charges must be paid prior or on collection of the repair.

UNCOLLECTED REPAIRS
If a repair is not collected from the ALLPOS Service Centre within 90 days from the "check-in" date, then ALLPOS holds no responsibility for the equipment after this time.

I acknowledge that the information provided within this form has been read and understood, and I am aware of current "Schedule of service fees" (if applicable).

Customer Signature …… Print Name …… Position ……

OFFICE USE ONLY

Date Received / / Freight Via. Received By