

BY FILLING OUT AND RETURNING THIS FORM TO ALLTERRA, SITECH, OR BUILDING POINT, YOU AGREE TO THE FOLLOWING:

1. TERMS AND CONDITIONS ON THE FOLLOWING PAGE
2. THAT IF THE SERVICE/REPAIR IS NOT ACCEPT THEN YOUR COMPANY WILL ACCEPT THE MINIMUM SERVICE FEE OF \$155 EX GST AND FREIGHT.

## SERVICE BOOKING FORM

**JOB NUMBER:**

DROPPED OFF BY:		DATE:
COMPANY NAME:	CONTACT PHONE:	
CONTACT NAME:	CONTACT EMAIL:	
PRODUCT SUBMITTED FOR SERVICE:	SERIAL NUMBER:	
ACCESSORIES INCLUDED WITH REPAIR ITEM:	IS A QUOTE REQUIRED FOR REPAIRS UNDER \$500?	YES      NO
	QUOTE PRIOR TO ANY MAINTENANCE?	
	IS THE UNIT UNDER WARRANTY?	YES      NO
ANNUAL SERVICE AND CALIBRATION:      YES      NO      ARE THERE ANY FAULTS WITH THE UNIT:		
<b>RETURN DETAILS:</b>		
RETURN INSTRUCTIONS: <b>To be Collected / Freight to:</b>	FREIGHT DETAILS: ADDRESS:  FREIGHT ACCOUNT NAME & NUMBER:	PURCHASE ORDER NUMBER:
ACCESSORIES RETURNED WITH REPAIR ITEM:	DATE RETURNED:  COLLECTED BY:	CONSIGNMENT DETAILS:

# Service & Repairs Booking Form

## TERMS & CONDITIONS OF REPAIR:

**DATA:**

You the client is responsible to ensure that all your Data is backed up prior to sending your instrument to our Service Centre. We will not be held responsible for any loss of Data.

**FREIGHT, HANDLING AND INSURANCE:**

Freight is charged on orders less than \$2000.00 + GST in value. All goods are insured to a prearranged delivery point. Please allow two to three days for delivery. Most standard equipment can be delivered to major centres in New Zealand overnight. On all export orders freight and insurance are extra.

**WARRANTY / WARRANTY REPAIRS:**

Goods are guaranteed in terms of manufacturer’s warranty.  
If this repair qualifies for work under warranty, relevant charges including minimum service charges will be waived.  
Please provide original proof of purchase or extended warranty certificate.

**MINIMUM SERVICE FEE:**

Our minimum service charge is \$155.00 + GST, this will be offset against the total cost of repair if work proceeds.  
Freight is additional.

**HIRE UNITS:**

Where possible we can supply hire units. Rates will be advised at the time of hire and may exclude GST.  
If the repair is a warranty repair, then there is no charge for hire units.  
Non-Account Clients – Must provide credit card details to obtain a hire.  
Account Clients - Payment by 20th of month following the date of invoice unless otherwise specified on the invoice or in a quotation.  
Overdue accounts may incur interest calculated at 3% per months from the due date.

**PAYMENT TERMS:**

Non-Account Clients – Cash, cheque, credit card (Visa, MasterCard, Bankcard), money order.  
Account Clients – Payment by 20th of month following the date of invoice unless otherwise specified on the invoice or in a quotation.  
Overdue accounts may incur interest calculated at 3% per months from the due date.  
Continued non-compliance will result in the account being closed & legal action taken to recover the amounts outstanding.  
All costs of collection, including debt collector’s fees will be added to the account.

**UNCOLLECTED REPAIRS:**

We will endeavour to contact you for the collection and payment of your repair.  
However, any repair not paid for and collected within six months of the repair being completed, will be disposed of to recover our costs.

**RETURN OF GOODS:**

Credits will be issued for returned goods providing that:  
AllTerra accept the claim in writing in advance of return.  
Goods are in as-new condition with the original undamaged wrapping and documentation.  
Goods are received within 30 days of original shipment.  
A restocking fee may be charged on some items.

Indent items and overseas orders are not returnable.

\*\*\*\*\*Office Use\*\*\*\*\*

<b>BP Code:</b> _____	<b>SC#</b> _____	<b>Repair Technician:</b> _____
<b>Office Notes:</b> _____		
_____		