

 PERTH SCIENTIFIC	ON-LINE SERVICE REQUEST	Revision: 1.0 Effective: 12/07/2014
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CUSTOMER		DATE	
ADDRESS		SERVICE AUTH No.	
CONTACT NAME		PHONE No.	
EMAIL ADDRESS		MOBILE No.	

INSTRUCTIONS: One (1) table to be completed per instrument / equipment.

Print and enter as much information as possible onto the service request Form. Send the service request Form with the goods. Remember to include ALL accessories required for normal operation.

INSTRUMENT / EQUIPMENT 1

Instrument Type		Model :	Serial No.:
Accessories			
Fault symptoms or Service request			

INSTRUMENT / EQUIPMENT 2

Instrument Type		Model :	Serial No.:
Accessories			
Fault symptoms or Service request			

INSTRUMENT / EQUIPMENT 3

Instrument Type		Model :	Serial No.:
Accessories			
Fault symptoms or Service request			

INSTRUMENT / EQUIPMENT 4

Instrument Type		Model :	Serial No.:
Accessories			
Fault symptoms or Service request			

Notes:

- If repairs can be effected under \$150, is authorisation given for repairs to be undertaken? **YES** **NO**
If repairs are not authorised, an inspection / service fee of \$75 per item is chargeable. This covers the cost of testing, cleaning, dismantling, quotation and possible minor repairs.
- Is a quotation for repair requested? **YES** **NO** If YES, an inspection fee of \$75 is chargeable.
- Where goods are authorised for repair, the inspection service fee is incorporated into the repair costs.
- If equipment repairs are not proceeded with and depending upon the nature of the equipment, goods may not be reassembled in the quotation cost and the price of \$75 applies. The fee does not cover the cost of goods return.
- If equipment is not repairable or if customer does not go ahead with repairs quoted, equipment will be kept for a maximum of 30 days. Goods not collected within that time-frame will be disposed of.
- Prices quoted are exclusive of GST.