



SERVICE BOOKING FORM

Company: _____ Order Number: _____
Contact: _____ Position: _____
Telephone Number: _____ Fax: _____
Email: _____
Address: _____

Service Type Required:

Onsite Call (charges may apply) Return to Base

Printer Model: _____ Serial Number: _____

Warranty Status:

Out of Warranty Onsite Warranty
 RTB Warranty (onsite chargeable) Maintenance Agreement

Proof of Warranty: (Vision IDZ invoice number) _____

Items sent with Printer: _____

Service Charges:

Additional call out charge:

Service Type Required
Add callout charge if onsite
 General Service - \$170
 Repair specific fault - \$250
 Quote on repair - \$140
 Estimate before commencement
 As per description below

Zone 1 – Metro 25km
\$70 Ex GST
Zone 2 – Outer Metro 50km
\$100 Ex GST
Additional to the service charge
Parking fees may result in an
additional charge at cost

Service Charges: Hourly rate H@ \$140/hr Ex GST

Minimum 1 hr plus 30 minute increments

If sending a printer to us please include some of your cards to be tested

Fault Description: _____

I agree to the pricing schedule as outlined above and understand that insurance on shipments is the responsibility of the sender (even if arranged by Vision IDZ on Vision IDZ's account). Incorrect or poor packaging may void warranty. Payment terms are net 7 days from invoice.

Signature Name Date

Repairs cannot be carried out on machines that do not have a signed booking form.

SERVICE BOOKING CONDITIONS

Printers sent in for testing without a ribbon will attract a charge for one ribbon.

- Jobs will be completed without consultation if the total service and hardware cost is less than \$250 unless otherwise specified.
- Quotes (requiring equipment inspection) unless notified in advance will be charged at \$70 (plus call out if onsite) if job does not proceed.
- Estimates can be provided free of charge based on accurate fault description and sample cards.
- Vision IDZ is not responsible for damage caused by improper packaging, please use original package.
- Vision IDZ reserves the right to repack goods in suitable boxes and charge \$100 deposit, refundable on box return.
- Vision IDZ will not be responsible for damage during transit in any direction.
- Consumables used during repair will be charged at cost (typically \$30 Ex GST).

Neil Robertson
Vision IDZ
PO Box 189
South Perth WA
6951

P: (08) 9310 9385
F: (08) 9310 9384
M: 0418 935 406

www.visionidz.com.au