



Equipment Repair Form

Are you a PHANTOS LIGHTING customer? Yes No

***If you are an existing client and we have your current details, just fill in your company/contact name and phone number for our reference.

Company Name: _____

Contact Name: _____

Address (postal): _____

Suburb: _____ State: _____ Postcode: _____

Contact Phone: (____) _____ Mobile: _____

Email: _____

Equipment Brand: _____ Model Number: _____

Serial Number: _____

Quote Required? Yes No

Warranty? Yes No

(Please attach copy of purchase receipt)

Fault Details:

Accessories Supplied:

Minimum Booking Fee for all Non-warranty Repairs: \$30.00 per item payable in advance – deducted from total when repair is completed, or refunded if item is not repairable.

Payment Method for the booking fee:

Cash:	Pay on site
Direct Deposit:	Account Name: Blucel Pty Ltd Bank: Commonwealth Bank of Australia BSB: 062 221 Account Number: 1022 5888
Credit Card:	Existing customers or pay on site



CONDITIONS OF SERVICE: An estimate on an electronic appliance cannot be made without dismantling the unit for inspection and carrying out detailed component tests. For this reason, if an estimate fee is required, a minimum charge for the handling and labour involved in preparing the estimate is applicable. The fee is payable in advance before an estimate can be given. If this estimate is accepted, the pre-paid minimum fee will be deducted from the total repair charge. This minimum fee is \$30.00 including GST.

If the goods are not collected within 10 days of notice to the customer of the completion of the repair, service or estimate, the customer in leaving the goods in exchange for this docket authorises PHANTOS LIGHTING to dispose of the goods in such a manner as PHANTOS LIGHTING in its absolute discretion considers fit. Further, the customer releases PHANTOS LIGHTING from any liability arising out of or connected with such disposal whether by negligence or otherwise.

IMPORTANT NOTICE:

During the process of repair, some or all of your stored data may be lost. Please ensure that you have saved this data elsewhere prior to repair. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. If this is the case, a representative from PHANTOS LIGHTING will call the customer for approval. Refurbished parts may also be used to repair the goods.

FREIGHT

In some cases, PHANTOS LIGHTING may arrange for the return of customer equipment on the customer's behalf, at the customer's or PHANTOS LIGHTING's expense, with a carrier selected by PHANTOS LIGHTING. PHANTOS LIGHTING will return any such equipment using packaging materials supplied by the customer and accepts no responsibility for the suitability of those materials. Any additional packaging supplied by PHANTOS LIGHTING will be at the expense of the customer. PHANTOS LIGHTING accepts no responsibility for any loss or damage suffered by the customers, howsoever caused, including but not limited to the negligence of PHANTOS LIGHTING, its employees or agents or carrier engaged on behalf of the customer, in relation to the return of the products to the customer. PHANTOS LIGHTING recommends that the customer arrange for its own insurance for the return of equipment.

Signed: (Authorised Representative/Owner) _____

Date: ____/____/_____

Name (Please Print) _____



Appendix:

Fees and Charges (prices are GST inclusive)

Minimum fee for all repairs \$30.00 per item – payable in advance - deducted from total when repair is completed

This covers the first ½ hour on workbench (Depending on the repair type, this may not cover the quote cost)

Repairs \$120.00 per hour (Billed in 15min increments)

Call out fee: \$150 (within 20Km from base) for first hour on site, and 120 for each additional hours. \$10 per extra 5Km travelled (including return trip) if you are more than 20Km from base.

Test and Tag: 7 dollars per item or lead