



Service Request Form

Customer:..... Date:.....
 Delivery Address:.....
 Contact Name:..... Phone:.....
 Email:..... Fax:.....

Instrument:
 Make:..... Model:.....
 Serial No:..... Date Purchased:.....
 Accessories.....
 Please give a clear description of the fault:.....

Decontamination Required?
 Has this equipment had contact with any hazardous material? YES / NO
 (e.g.; biological, bacteriological, virological, chemical or radioactive)
 If YES, Please specify:.....
 Has the equipment been decontaminated? YES / NO
 What decontamination procedure was used?

I confirm the above information is true and complete to the best of my knowledge and belief.
 Note:

- Failure to accurately disclose the above information may result in legal action.
- The repair / service to the unit cannot be started until this section is completed and signed off.
- Failure to complete this section may result in the unit being returned (un-repaired) at your cost.

 Authorised Signature:..... Date:.....
 Name (Printed):..... Position:

After Repair:
 RETURN BY COURIER [] CUSTOMER TO PICK UP [] (please tick one)

Limited Liability:
 Please note that the return of the instrument(s) WILL NOT be covered by Alphatech System Limited's insurance, and as such Alphatech Systems Limited will not accept any liability after the equipment leaves its premises.

Conditions of Repair:

1. Our Standard Terms and Conditions of Sale, available on request and on our website, apply to all service work, unless they have been varied by inclusions in this service request form
2. A minimum assessment fee of \$40.00 + GST applies to all repairs (If repairs are undertaken this assessment fee will be waived)
3. Cash Sale customers must complete payment prior to the commencement of the repair (i.e. please forward cheque or credit card details)
4. Alphatech Systems Limited will not be responsible for:
 - a) Repairs without order numbers,
 - b) Instruments that have not been claimed within 60 days of completion (in which case we reserve the right to sell the instrument/s to defray our expenses, and
 - c) Delays in spare parts delivery from manufacturers.