



**SERVICE BOOKING FORM**

**FAX: 02 8875 0463**

JOB No: \_\_\_\_\_

DATE : \_\_\_\_\_

COMPANY: \_\_\_\_\_ ORDER NO: \_\_\_\_\_

Existing Customer     New Customer

CONTACT: \_\_\_\_\_ POSITION: \_\_\_\_\_

TEL: \_\_\_\_\_ FAX: \_\_\_\_\_ EMAIL: \_\_\_\_\_

ADDRESS (LOCATION OF MACHINE): \_\_\_\_\_

SERVICE TYPE REQUIRED:     ONSITE CALL OUT (CHARGES MAY APPLY)     RETURN TO BASE

PRINTER MODEL: \_\_\_\_\_ SERIAL NO: \_\_\_\_\_

WARRANTY STATUS: Out of Warranty  RTB Warranty (Onsite Chargeable)  Onsite Warranty  Maintenance Agreement

PROOF OF WARRANTY: (Briell's invoice number or your suppliers invoice) Briell's Invoice or Agreement #: \_\_\_\_\_

ITEMS SENT WITH PRINTER:     Cleaning Cartridge     Input Hopper/Weight     Output Hopper     Printer Cable     Power Cable  
 Power Pack     Original Box     Ribbon Type \_\_\_\_\_     Sample Cards

**SERVICE CHARGES – IMPORTANT PLEASE READ**

SERVICE TYPE REQUIRED
ADD CALLOUT CHARGE IF ONSITE
[ ] GENERAL SERVICE – \$140
[ ] REPLACE PRINthead \$110
[ ] QUOTE ON REPAIR – \$70

ADDITIONAL CALL OUT CHARGE BASED ON ZONE
ZONE 1 – METRO 25km RADIUS                      \$140
ZONE 2 – OUTER METRO 50km RADIUS            \$180
Additional to the service charge.
Radius based on Briell's office location.

**SERVICE CHARGES**                      HOURLY WORK RATE @ \$ 140/HR MINIMUM 1 HR + 30 MIN INCREMENTS

**SERVICE BOOKING CONDITIONS**

- Jobs will be completed without consultation if the total service and hardware cost is < \$250 unless otherwise specified.
- Quotes (requiring equipment inspection) unless notified in advance will be charged at \$70 (+ call out if onsite) if job does not proceed.
- Estimates can be provided free of charge based on accurate fault description and sample cards.
- Briell is not responsible for damage caused by improper packaging, please use original package.
- Briell reserve the right to repack goods in suitable boxes and charge a \$200 deposit, refundable on box return.
- Briell will not be responsible for damage during transit in any direction.
- Consumables used during workshop repair will be charged at cost (typically \$45).

**IF SENDING PRINTER TO US PLEASE INCLUDE SOME OF YOUR CARDS TO BE TESTED**

**FAULT DESCRIPTION & COMMENTS:** (INCLUDING HOW TO REPRODUCE FAULTS AND ADDITIONAL INFORMATION)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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 Briell on Briell's account). Incorrect or poor packaging may void warranty. **\*\*\*All prices are excluding GST\*\*\***

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
SIGNATURE                      NAME                      POSITION                      DATE

**REPAIRS CANNOT BE CARRIED OUT ON MACHINES THAT DO NOT HAVE A SIGNED BOOKING FORM**

**Briell Marketing**  
Rear loading dock, 65 Epping Rd  
North Ryde, NSW 2113