

Service Request Form

Please complete the form and enclose it with the goods to be sent for service to:

ADDCOM Technical Department and Service Centre

Unit 4, 5 Talavera Road
North Ryde NSW 2113

Date: _____

Customer Details

Company Name: _____

Street Address: _____

Suburb/State: _____ Postcode: _____

Company ABN (if applicable): _____

Contact Person: _____

Phone Number: _____ Fax Number: _____

Email Address: _____

Repair Information

Product Manufacturer or Brand: _____

Product Model (if known): _____

Serial Number (if available): _____

Product Status (please invoice copy for warranty items):

Warranty

Out of warranty (charges apply)

Description of Fault: _____

Your ADDCOM Account Manager: _____

Customer Invoice Number/Purchase Order Number: _____

Additional notes or comments: _____

Signature: _____

ADDCOM Service Enquiries: 1300 789 600

Terms and Conditions:

1. A fee to cover handlings and delivery for non-warranty repairs of \$45.00 will apply in the event of non-acceptance of quote.
2. A fee will be charged if NO FAULT was found with the unit. The charge will be \$35.00.
3. Quoted repairs will only be held for a maximum of 3 months. After this time, the product will be disposed of.
4. ADDCOM will forward warranty repairs to the respective manufacturers who will repair or replace faulty items at their discretion.
5. ADDCOM does not accept responsibility for duration of repairs at third party repairers.
6. If service request form is not presented with goods, service will not take place and customer will need to organise pick-up.
7. Please include a copy of the purchase order or invoice.