



Attention: Service Department
Unit D, 120 Hassall Street, Wetherill Park NSW 2164
Ph: 02 9609 1755 Fx: 02 9609 1411

Date: [] Job No: (internal use) []

Request for Instrument Service/Repair

Please enclose with each shipment of goods for repair.
Sections marked with an asterisk * are mandatory to ensure a job is logged.

Table with 2 columns: Client Delivery Details * and Client Invoice Details *. Rows include Company Name, Contact Name, Address, Ph, Fax, and Email.

Is the unit under warranty?* [] Is the unit under a service plan?* []

Purchase Order Number *: _____ (required before any work can be done, even if the unit is under warranty as we require the purchase order "Subject to Warranty")

Payment Method * (Initial fee to commence work is \$220)
For non-account clients: [] Cheque [] Direct Deposit [] Credit Card
M/Card [] Card Number:
Visa [] Expiry Date:
Name on Card:

Fault Details * (Please be specific)
Model: Serial Number:

Decontamination declaration *
I.....being an authorized technical officer of.....
declare that the article/s listed above are free (internal & external) of any hazardous materials or residue i.e. radioactive, biological or hazardous chemical substances. I bear responsibility for injury caused by contamination subsequent to my use, as I understand that this article will be handled in an unprotected environment once leaving my care.
Signature:..... Date:...../...../.....

Is a Test Report required for this instrument? [] No [] Yes (charges do apply)

Please select one of the following:

- [] I will dispatch instrument to HDS for repair/service. (Minimum fee of 1 hr labor \$220 + GST)
[] I request on site service by HDS engineer. (Minimum fee of 1 hr labor \$220 & 1 hr Travel \$165 + GST)
[] I request a phone call by HDS Engineer to determine to best course of action or quote for service.

Terms & Conditions of Service/Repair

A minimum fee of \$220 + GST (being our standard rate for instrument repair) is chargeable for all non-warranty work. This fee will be inclusive of the repair price if quotation is accepted. This minimum fee also applies for jobs where no fault is found, faults due to incorrect configuration of software by the customer or jobs that do not subsequently go ahead after inspection & quotation by our Engineer or Service Coordinator.

- Warranty will only be considered after full evaluation by our service engineer & terms specified by our suppliers.
- Freight & insurance for transport of instruments to & from our service department are at the customer's responsibility or risk.
- HD Scientific Supplies Pty Ltd guarantees all service/repairs for a period of 3 months.

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