

SRC-QF 5.0.6 SERVICE REQUEST FORM (AU)

Date: _____ ABN Number: _____

Company Name: _____

Delivery Address: _____

Contact Name: _____

Contact Number: _____

Email Address: _____

Invoice Email Address: _____

COURIER DETAILS

Courier Company: _____

Courier Account: _____

Air Road Collect from Lab

Please contact your local branch for shipping details (found in footer) Please note inter-lab freight fees may be applicable.

PAYMENT DETAILS

Payment Type: Account Credit Card EFT

Express Service: Calibration only. Not available on all models. Extra fee applies

Signature: _____ Date: _____

➔ NEXT PAGE: SERVICE OPTIONS

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INSTRUMENT DETAILS

Instrument Make: _____ Instrument Model: _____
 Serial Number: _____ Asset Number: _____

CALIBRATION REQUIREMENTS

Option 1 Standard Traceable Calibration <input type="checkbox"/>	Option 2 Accredited Calibration (NATA / UKAS / A2LA / etc.) <input type="checkbox"/>	Option 3 Verification/Functional Testing <input type="checkbox"/>
Celemetrix will calibrate your equipment to industry test methods/standards, whilst maintaining full traceability.	To manufacturers' specifications <input type="checkbox"/>	Celemetrix will test your equipment to industry test methods/standards, whilst maintaining full traceability. Example: HV/LV & safety equipment
	National or International standard <input type="text"/>	
	Or other (please specify):	
	As found & left results <input type="checkbox"/>	
	Cal interval (months) <input type="text"/>	
	Due date on report & sticker <input type="checkbox"/>	
	Pass/fail evaluation of results <input type="checkbox"/>	
	Adjustments (fails to meet specs) <input type="checkbox"/>	
Optimisation <input type="checkbox"/>		
Note: Adjustment not available on all models	Note: Adjustment & Optimisation not available on all models	

REPAIR DETAILS

Warranty Non-Warranty Gold Support No _____
 Expiry Date _____

Note: If under warranty please provide proof of purchase
 If a repair quote is declined a minimum assessment fee of \$195.00 ex GST applies

Fault Description: _____

CUSTOMER SPECIAL REQUIREMENTS:

Terms and Conditions - SRC

The Celemetrix Australia Service Terms and Conditions and the terms indicated on the quotation govern the supply of Service by Celemetrix Australia Pty Ltd ABN: 39 117 603 835. These Terms and Conditions apply unless the Customer has a separate agreement with Celemetrix that governs the supply of Services.

1. DEFINITIONS

- a) "Parts" means repair or replacement parts that are either sold to Customer during the course of performing Service or provided to Customer as required under a Service Agreement.
- b) "Equipment" means hardware/ and or software that is supported by Celemetrix as described, if applicable, in one or more Service quotations.
- c) "Service(s)" means any standard service such as hardware maintenance, calibration, repair and Software Updates.
- d) "Specifications" means specific technical information about Services as contained in the applicable Servicing documentation.

2. CELEMETRIX RESPONSIBILITIES

- a) Celemetrix will perform Service in a professional and workmanlike manner. Celemetrix will make reasonable efforts to deliver Service in accordance with the quotation.
- b) Celemetrix will perform the Service in a manner that will assure the safety of Customer's personnel, property and equipment.
- c) Celemetrix may select qualified and reputable third party subcontractors to perform Service.
- d) Celemetrix will return the equipment to the customer in the protective case of suitable packaging material to offer protection if mishandled.
- e) Celemetrix will insure the customer's equipment while it is on the Celemetrix service centre remise.

3. CUSTOMER RESPONSIBILITIES

- a) The Customer will ship the equipment to the Celemetrix service centre in a protective case or packaged in suitable material to offer protection if mishandled during transportation to the Customers nominated site.

4. ORDERS AND CANCELLATIONS

- a) All orders are subject to acceptance by Celemetrix.
- b) Cancellations of Purchases Orders or Quote acceptance documents by the customer will be priced and invoiced on service work performed to date.

5. SHIPMENT, RISK OF LOSS AND ACCEPTANCE

- a) Unless otherwise indicated on the quotation, Customer will pay all equipment shipping and handling charges to the Celemetrix service centre. Celemetrix will return equipment to the Customer via Celemetrix' standard shipping and handling methods. Other shipment methods requested by Customer may be available for an additional fee.
- b) Risk of loss and damage for the Equipment, Parts, or Software Update media will pass to Customer at the delivery location agreed to by Celemetrix and the Customer, or the location specified in the Quotation acceptance or Purchase Order.

6. PRICE AND PAYMENT

- a) Prices are valid for the period indicated on the quotation. Prices exclude any, tax which will be payable by Customer in addition to the purchase price if applicable. If exemption from taxes is claimed, Customer must provide a certificate of exemption.
- b) Payment terms are subject to Celemetrix credit approval. Payment is due fourteen- (14) days from Celemetrix invoice date unless otherwise agreed.
- c) Pricing is calculated on a labor and parts equation.
- d) If a survey fee is charged for repairs or calibration that the customers elects not to approve, the customer will pay for all services rendered, and fees charged by third party contractors.

7. WARRANTY

- a) For ninety - (90) days from the date of Service completion on the Service Report. Celemetrix will replace, at no charge, defective Parts used in the repair of equipment.
- b) Celemetrix Service may use remanufactured Parts that are equivalent to new in performance.
- c) The above warranties do not cover defects resulting from improper or inadequate maintenance, installation, repair or calibration performed by Customer or a third party not authorized by Celemetrix; improper use or operation outside of the specifications for the equipment; abuse, negligence, accident, loss or damage in transit.

8. LICENSES

- a) Unless license terms are included with the Software Updates, any Software Updates licensed under these Terms will be subject to the most current applicable underlying license.

9. LIMITATION OF LIABILITY AND REMEDIES

- a) In no event will Celemetrix, its subcontractors or suppliers be liable for special, incidental, indirect or consequential damages (including downtime costs, loss of data, restoration costs, lost profits, or cost of cover) regardless of whether such claims are based on contract, warranty or any other legal theory, even if advised of the possibility of such damages. This exclusion is independent of any remedy set forth in these Terms.

10. GENERAL

- a) Celemetrix will not be liable for performance delays or for non-performance, due to causes beyond its reasonable control.
- b) Disputes arising in connection with these Terms will be governed by the laws of the State of Victoria, Australia.
- c) Either party's failure to exercise any of its rights under these Terms will be deemed a waiver or forfeiture of those rights.
- d) To the extent that any provision of these Terms is determined to be illegal or unenforceable, the remainder of these Terms will remain in full force and effect.
- e) These Terms and Conditions constitute the entire agreement between Celemetrix and Customer, and supersede any previous communications, representations or agreements between the parties, whether oral or written. Customer's additional or different terms and conditions will not apply. Customer's purchase of Services will constitute Customer's acceptance of these Terms, which may not be changed except by an amendment signed by an authorized representative of each party.