



U-Tech Medical Pty Ltd
Unit 24, 14-16 Stanton Road, Seven Hills NSW 2147
Ph: 1300 488 324

Service Request Form

Date:

Personal Details

Company / Site Name:

Order Number:

Return Goods Address:

Contact Name:

Phone:

Mobile Phone:

Email:

Device Information

Equipment Description:

Brand Name:

Model No:

Serial No:

List all detachable accessories sent with machine (eg: Power cord, Patient Leads, etc).

Service Requested (Fault description):

What type of repair is this? Workshop Repair Onsite Repair

For Workshop repairs please pack up the unit, print the label on page 3 and attached it on the box.

For Onsite repairs to email service@u-techmedical.com.au

Terms and conditions

Payment Methods:

- Pre-payment is required via VISA, MASTERCARD, AMEX or EFT (Electronic Funds Transfer). (Note: credit card fees apply). Use the Job Number as your reference. Once payment is received, we will complete the repair or schedule an onsite visit.

Quotation Fee for Repairs:

- A minimum of one hour of labour will be charged to assess the fault and prepare the quotation.
- Quotations are valid for 30 days.
- The quote is subject to change if additional parts or labour are required after the initial fault has been repaired.

Field Service Cancellation or Rescheduling:

- A notice period of 48 hours is required for cancellations or rescheduling. Otherwise, the following fees will apply:
 - A minimum fee will be charged for late cancellations or rescheduling.
 - For rural or interstate jobs, all unrecoverable costs, including travel time, accommodation, and airfare (if applicable), will be charged.

Access to Customer Premises and Equipment:

- It is the customer's responsibility to ensure access to the premises and equipment as scheduled.
- If rescheduling is necessary due to lack of access to the premises or equipment, a new service booking fee will apply, along with the cancellation or rescheduling fees mentioned above.

Warranty and Liability:

- A 90-day warranty is provided on labour, covering the same fault addressed in the previous service.
- Warranty on installed parts is as provided by the supplier.
- Warranty does not cover misuse of equipment, such as operating it against the manufacturer's instructions or mechanical damage caused by dropping or improper handling.

Health and Safety:

- A safe working environment must be provided for the technician during the service.

Parking Fees:

- Additional parking fees may apply if parking is unavailable at the site.

I accept and agree to the Terms & Conditions

ATTENTION: SERVICE DEPARTMENT

U-TECH MEDICAL

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Seven Hills NSW 2147

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For workshop repairs, please print this delivery label and place **Service Request form** in box with unit.