ASI Solutions
ABN 40 068 649 972
8 Lord Street, Botany . N.S.W. 2019
Phone: (02) 9384 8080 Fax: (02) 9666 5460

Quality System
Quality Endorsed Company
AS 9002 Lic 544
Standards Australia

Onsite Service Request Form (Metro)

Please complete & Fax to ASI Helpdesk on (02) 9666 5460 or Email to assist@asi.com.au

Billing Details

Company Name			
ASI Account No			
Contract or Purchase Order No			
Phone No			
Authorized by			
Signature		**Date**	

Site Details

Company Name	
Company Address	
Location of Equipment	
Contact Name	
Contact Phone No	
Preferred Time & Date	

Fault Description

Note: An accurate fault description will speed up the repair process

Brand of Equipment		**Serial No**	

Service Rates - Billable in 15 minute increments

Labour $105.00 per hour (minimum 1 hr)	**Call Out Fee $105.00**
Non Warranty components are charged at current list price. All prices exclude GST	

Terms and Conditions

- *Unless an account is established, all service work is completed on a (COD) Cash On Delivery basis.*
- *All work is covered by a 3 month warranty. If the same hardware fault arises within the warranty period, it will be repaired at no cost.*
- *Any Service Orders deemed No Fault Found are billable at the minimum of 1 hour plus Call Out Fee.*
- *If for any reason the job is deemed to be unsuitable to complete on-site, then the repair process shall continue back at base. ASI Solutions will return the goods to the site upon completion, the fee charges will be restricted to total on-site time and time taken to repair at base,excluding travel time.*
- *Cancellations /Alterations must be faxed to us prior to the despatch of the On-Site Engineer to the allocated site, otherwise the Call Out will be charged.*
- *ASI Solutions will not be liable or responsible for the loss or damage arising from the failure of any system or process to perform any particular tasks or to produce any particular result.*

ASI Job No	

Date last updated: 04/09/13