

QF 5.0.6 SERVICE REQUEST FORM (NZ)

Company Name:

NZBN Number:

Contact Name:

Contact Number:

Company Address:

Delivery Address (if different):

Email Address:

Invoice Email Address:

COURIER DETAILS

Courier Company:

Courier Account:

Air

Road

Collect from Lab

Please contact your branch for shipping details.

Please note inter-lab freight fees may be applicable

PAYMENT DETAILS

Payment Type:

Account

EFT

Express Service:

Calibration only Not available on all models. Extra fee applies.

INSTRUMENT DETAILS

Instrument Make:

Instrument Model:

Serial Number:

Asset Number:

CALIBRATION REQUIREMENTS

Option 1 Standard Traceable Calibration	Option 2 Accredited Calibration (IANZ/NATA/UKAS etc)	Option 3 Verification/Functional Testing
Test to manufacturer's specifications	As Found and Left Results	No due date on report & sticker
Adjustment (<i>fails to meet spec</i>)	Calibration Interval	Pass/Fail evaluation of results
Optimisation	National or International Standard (<i>please specify</i>)	

Note: Trescal will calibrate/ test your equipment to industry test methods/standards, whilst maintaining full traceability. Trescal will apply a default conformity assessment & decision rule for your instrument, unless otherwise specified. Please be aware different instruments/domains will have different default rules.
Adjustment & Optimisation not available on all models.

REPAIR DETAILS

Warranty Service?

Gold Support, Number and Expiry:

Note: If under warranty please provide proof of purchase

If a repair quote is declined a Minimum Repair Fee of \$205.00 ex GST applies

Fault Description:

Signature:

Date:

Terms and Conditions

The Trescal Service Terms and Conditions and the terms indicated on the quotation govern the supply of Service by Trescal (New Zealand) Limited NZBN 94 290 392 279 73. These Terms and Conditions apply unless the Customer has a separate agreement with Trescal 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 Trescal 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. TRESICAL RESPONSIBILITIES

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

3. CUSTOMER RESPONSIBILITIES

- a) The Customer will ship the equipment to the Trescal 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 Trescal.
- 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 Trescal service centre. Trescal will return equipment to the Customer via Trescal's 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 Trescal 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 Trescal credit approval. Payment is due as per invoice due 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. Trescal will replace, at no charge, defective Parts used in the repair of equipment.
- b) Trescal 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 Trescal; 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 Trescal, 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) Trescal 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 Trescal 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.

1.

Instrument Make:

Instrument Model:

Serial Number:

Asset Number:

Calibration requirements:

Accessories:

2.

Instrument Make:

Instrument Model:

Serial Number:

Asset Number:

Calibration requirements:

Accessories:

3.

Instrument Make:

Instrument Model:

Serial Number:

Asset Number:

Calibration requirements:

Accessories:

4.

Instrument Make:

Instrument Model:

Serial Number:

Asset Number:

Calibration requirements:

Accessories:

5.

Instrument Make:

Instrument Model:

Serial Number:

Asset Number:

Calibration requirements:

Accessories:

6.

Instrument Make:

Instrument Model:

Serial Number:

Asset Number:

Calibration requirements:

Accessories:

7.

Instrument Make:

Instrument Model:

Serial Number:

Asset Number:

Calibration requirements:

Accessories:

8.

Instrument Make:

Instrument Model:

Serial Number:

Asset Number:

Calibration requirements:

Accessories: