

Service Booking Form



Job Reference Number (office use): _____

Customer Details

Company: _____ Contact name: _____

Email: _____ Phone: _____

Booking Details (onsite service only)

Your preferred date of service: _____ Your preferred time of service: _____

Address: _____

Printer Details

Type of service required: Onsite Back-To-Base

Printer model: _____ Serial number: _____

Fault: _____

Schedule of Fees

Onsite Service (minimum charge 2 hours)	Charge
First hour (includes travel time)	\$280.00
Every hour thereafter	\$120.00

Back-To-Base Service (minimum charge 1 hour)	Charge
First hour	\$150.00
Every hour thereafter	\$100.00
Standard workshop fee	\$45.00

Terms & Conditions

All prices are net and exclude GST.

Prices are valid from 1 March 2018 and are subject to change without notice. Payment terms are net 30 days end of month. An invoice will be emailed to your nominated email address at the completion of your service job, together with a detailed service report. Service fees are charged on an hourly basis, with a minimum charge of 2 hours (onsite) or 1 hour (back-to-base). Fees include travel time and exclude spare parts and consumables. In the event that our technicians are not available on your preferred service date we will contact you to arrange another suitable time.

Back-To-Base Service

If you are returning your printer to us for servicing, please send to the below address. Take care to package your printer well for transport and please **enclose your booking form**.

CardServ
Attn: Service Department
Unit 4, 39 Leighton Place
HORNSBY NSW 2077

Onsite Service

Please prepare for your service or installation by carefully following the below checklist **prior to our technician arriving onsite**. This will prevent any delays and additional cost to you.

If installing printer via ethernet on a network:

Install the printer driver on the server (this should be done by your IT support).
Ping the proposed IP address. Make sure no packets are lost.

If installing printer via ethernet on a local machine:

Have local administrator access ready for technician.

If installing printer via USB:

Have local administrator access ready for technician.

If installing software:

Have local administrator access ready for technician.
If card needs to be designed, a final design should be approved prior to technician arriving onsite.
Templates and relevant images must be ready.
Images must be in RGB format. CMYK format is not supported.

Database connection:

Find out the location of your datasource and have the below information on hand:

Microsoft SQL Server

Server IP
User ID & password
SQL authentication (not windows authentication)

Microsoft Access

File path (and no macros embedded into the database)

Oracle

Server IP
Port
Server ID
User ID & password