



SERVICE BOOKING FORM

Please return your completed order form to: support@csid.com.au

Job Reference No. (office use) _____

Customer Details:

Company: _____ Contact Name: _____

Email: _____ Phone: _____

Booking Details:

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

Service Address: _____

Printer Details:

Type of service required: Onsite Back-to-Base Warranty/Contract

Printer Model: _____ Serial No. _____

Fault: _____

Schedule of Fees:

Onsite Service (minimum charge 2 hours)	Charge
First 2 hours (includes travel time)	\$450.00*
Every hour thereafter	\$150.00
*Discount applies with T&C	
Back-to-Base Service (minimum charge 1 hour)	Charge
First hour	\$180.00
Every hour thereafter	\$120.00
Standard workshop fee	\$45.00

Terms & Conditions: (all prices exclude gst.)

Prices are valid from 1st January 2022 and are subject to change without notice. Payment terms are net 30 days from invoice. An invoice will be emailed to your nominated email address upon the completion of your service job, along with a detailed service report. Service fees are charged on an hourly basis, with a minimum charge of 2 hrs (onsite) or 1 hr (back-to-base). Fees include travel time and exclude spare parts and consumables. If 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:

CSID

Attention: Service Department

Address: Unit 4, 242D Newline Rd.

DURAL NSW 2158

Note: Please ensure your printer is correctly packaged to avoid damage during transportation. CSID is not liable for damage to printer during transportation.

Onsite Service:

Please prepare for your service or installation by carefully following the below checklist **prior to our technician arriving onsite.** This will prevent additional delays and additional service costs incurred 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 data source and have the below information on hand.

Microsoft SQL Server

Server IP
User ID and 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 and Password

