

REPAIR REQUEST FORM

Please fill out the form, sign and submit with your equipment:

First Name:		Surname:		
Company:		Purchase Order Number (if applicable):		
Physical Address/ PO Box:				
Suburb:		State:	Postcode:	Country:
Email:				
Phone:		Mobile:		

Would you like a quotation prior to proceeding with the repair? Yes No

Please state below the shipping address of the equipment after being repaired only if it is different to the abovementioned shipping address:

Please note:

Repairs submitted "under Warranty" but found to have incurred accidental damage, misuse or do-it-yourself repairs will have invalidated warranty. The cost to repair will be estimated, and if declined, the minimum charge of (EUR 150 + VAT) will apply. Declined estimates or a non-reply to an estimate within 30 working days, will still incur the minimum charge (if not already paid)

Equipment

Note: only supply accessories relating to the fault or calibration required. Hydrological Services is not responsible for any accessories or equipment lost during transit.

	MODEL	Serial No.	Repair	Service	Calibration	Warranty request	Comment/Fault Description
Example	88-14	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>			Just Repair & Calibrate

HyQuest Solutions Europe/KISTERS AG

Please Print multiple pages (as required) of page 2 on this form, if more items are sent and insert page numbers, so when we receive this form we are able to identify how many pages are included.

How urgent do you require this repair? Very Urgent needed by: __/____/____
Not Urgent

I, _____ acknowledge that the information provided on this form is correct to the best of my knowledge. I understand the process which HyQuest Solutions Europe/KISTERS AG undertakes and the subsequent potential charges for which I am liable.

Date: __/____/____

Signature:

WARRANTY TERMS

HyQuest Solutions Europe/KISTERS AG, located in Aachen/Germany, is pleased to offer a comprehensive two (2) year warranty for all products and componentry that are designed and manufactured by HyQuest Solutions.

For all other products and componentry that are purchased from independent manufacturers or suppliers and distributed by HyQuest Solutions, our company will only provide the warranty period and conditions for these products that are provided by these independent organisations. Attempts by the customer to repair the product without firstly seeking authorization from HyQuest Solutions will cause the warranty to be voided.

HyQuest Solutions reserves the right to request any defective product to be returned for inspection to determine if product warranty is applicable. We also reserve the right to replace or repair any product that falls under this warranty agreement.