

REPAIR REQUEST FORM

Office Use Only

Job Order No:	
Date:	

Please email this completed form to:
serviceadmin@sicleanenergy.com.au

Or fax to (02) 6652 9122

PH: 1300 767 761 or (02) 6651 4548

To ensure a fast turnaround for your service request please fill out all information required in the fields below

Customer Details			
Company/Customer Name:			
Postal Address:			
Return Address (if different from the above):		State:	Post Code:
Contact			
Email			
Repair Item Information			
Brand		Model No:	
Product		Serial No:	
Fault Description:			

Please fill out all fields above and carefully read all the conditions below.

Once you have read all the **Terms and Conditions** please sign and email or fax this form to
serviceadmin@sicleanenergy.com.au Fax: (02) 6652 9122

Once the completed form has been received one of our service team will email or fax you back with a job RMA number.
Please print out a copy of the emailed or faxed service request form with the RMA number, sign and include when shipping the unit to Si Clean Energy for repairs.

Please Note: No repairs will commence unless the form has been signed and returned with the unit

TERMS AND CONDITIONS

The fee for Si Clean Energy to assess your item is \$150 +GST + freight

Equipment that is deemed to be a (no fault found or a non Si Clean Energy warranty fault will also incur this standard assessment fee (stated above).

All repair charges will be discussed with you and quoted before commencement of the repair.

Freight to Si Clean Energy is the responsibility of the client / return freight will be quote and arrange by us & invoiced to you, unless prior arrangements are made.

Please be advised that final payment and collection of the unit once repaired or assessed must be completed within 14 day's. If no response is received within 60 days from the date of arrival at Si Clean Energy's service department the repair request agreement will be considered as expired and Si Clean Energy retains the rights of disposal of the unit in an environmentally friendly way.

Customer Signature: _____ **Date:** _____

Delivery and contact information

Engineering & Service Department, 15 Isles Drive, Coffs Harbour, NSW 2450
service@sicleanenergy.com.au Fax: (02) 6652 9122 PH: 1300 767 761 or (02) 6651 4548