



John Morris Scientific Pty Ltd

ABN 81 001 768 396 **Service plus Solutions**
 PO Box 447 Ph 02 9496 4200
 Willoughby NSW 2068 Fax 02 9417 8855
 Email service@johnmorris.com.au

Instrument repair request

Please enclose with each shipment of goods for repair.

Sections marked with an asterisk * are required to ensure a job is logged.

Decontamination declaration: *

I.....being an appropriate technical officer of,
 declare that the article/s listed below are free (internal or external) of any hazardous materials or residue i.e. radioactive,
 biological or hazardous chemical substances. I bear responsibility for injury caused by contamination subsequent to my use,
 as I understand that this article will be handled in an unprotected environment once leaving my care.

Signature: Date:

Method of payment: *

Is the instrument under warranty?

Is the instrument under service agreement?

NOTE: Method of payment must be provided before any work will begin, unless under warranty or service agreement.

| | |
|--|---|
| Purchase order number:..... | M/Card: <input type="checkbox"/> Card number: |
| Initial fee to commence work is \$200.00 unless covered by service agreement | Visa: <input type="checkbox"/> Expiry date: |
| For non-account clients: Cheque: <input type="checkbox"/> Direct banking: <input type="checkbox"/> | Name: |

Client Invoice details: *

| | |
|--------------|-----------|
| Institution: | |
| Address: | |
| Suburb: | |
| State: | Postcode: |
| Phone: | Fax: |

Client Delivery/Site details:

| | |
|--------------|-----------|
| Institution: | |
| Address: | |
| Suburb: | |
| State: | Postcode: |
| Email: | |

Please select one of the following options: *

- I will despatch Instrument to a JMS branch (listed below) for repair. Minimum fee of 1 hour labour \$200.00
- I request on site service by JMS technician. Minimum fee of 1 hour labour and one hour travel \$320.00
- I request a phone call by technician to determine best course of action (extended phone or email support may incur a charge)

Return freight instructions:

Instruments for repair:

| Model * | Serial Number * | Fault / work required * |
|---------|-----------------|-------------------------|
| | | |
| | | |
| | | |

Comments:

Terms and conditions of service:

- A minimum fee of \$200.00 +GST (being our standard hourly rate for instrumentation work) is chargeable for all non-warranty work in our service centre. This fee will be inclusive of the repair price if quotation is accepted. This minimum fee also applies for jobs where no fault is found, faults due to incorrect configuration of software by the client or jobs that do not subsequently go ahead after inspection and quotation by our technician.
- Freight and insurance arrangements for transport of instruments to and from our service centre are at the customer's responsibility or risk.
- John Morris Scientific Pty Limited guarantees all service repairs for a period of 3 months.

| | | | | |
|--|---|--|--|--|
| NSW John Morris Scientific Pty Ltd 61-63 Victoria Ave Chatswood NSW 2067 T: 02 9496 4200 F: 02 9417 8855 | QLD John Morris Scientific Pty Ltd Unit 3, 56 Lavarack Ave Eagle Farm QLD 4009 T: 07 3212 5200 F: 07 3212 529 | VIC John Morris Scientific Pty Ltd 1st Floor, 91 Whitehorse Rd Balwyn VIC 3103 T: 03 9816 6700 F: 03 9816 9135 | SA John Morris Scientific Pty Ltd 29 Rundle St Kent Town SA 5067 T: 08 8132 5100 F: 08 8363 0781 | WA John Morris Scientific Pty Ltd Suite 5, 4 Brodie Hall Drive Bentley WA 6102 T: 08 9416 4800 F: 08 9472 3716 |
|--|---|--|--|--|