

## Time and Material Service Request and Acceptance Form Completion Instructions and Information

Dear Customer,

We are pleased to confirm the cost of an engineer visit for your reported fault.

**Validity of Quote:** 14 working days from the date the Service Request was issued by Borer.

**Payment Terms:** 30 days net from Invoice date.

Parts and VAT are excluded in the fixed charge. Our field service engineer will confirm if replacement parts are required. Attached Time and Materials Service Terms and Conditions apply. Completing the Time and Materials Service Acceptance Form below will be deemed as acceptance thereof.

**PLEASE READ BEFORE COMPLETING ACCEPTANCE** (Following Page)

### **Part 1: Fault Location**

Please complete details in clear handwriting to ensure your engineer visit occurs without unnecessary delay. Please provide a fax number that can be used by Borer for any further enquiries regarding this service visit.

### **Part 2: Invoicing Information**

In order to process your Time & Material Service Request it is important that the billing information on Page 2 is completed in full.

### **Part 3: Invoice Address**

Only complete this section if the Invoice Address is different to the Fault Location address. Please ensure the form is signed and your Company Stamp is included if required.

### **BORER PRODUCT WARRANTY / BORER MAINTENANCE CONTRACT**

If a valid Borer Product Warranty covers your products or a valid Borer Maintenance Contract is registered in our database, this Field Service Request has been deemed to fall outside the normal terms of the service cover provided and is therefore billable, requiring completion of the Acceptance Form.

If your products are covered by a valid Borer Product Warranty or a valid Borer Maintenance Contract that is not registered in our database and you believe that this Service Request falls within the normal terms of that service cover, then please attach the appropriate warranty / contract documentation with your completed Acceptance Form.

If you are interested in receiving a quotation for a service contract following completion of this repair, please mark the Quote box on the Acceptance Form.

Thank you,

Borer Data Systems Service Department

**Time and Material Service Acceptance Form**

The following on – site fixed charges apply for your Time and Material Service Request		
Travel & Labour	£	+ part & VAT

Borer Service Request No.	
Date of Request:	

**To accept all charges provided in this quotation, please complete and sign the invoicing details below.**

**Part 1: Fault location**

<b>Company Name</b> <b>Address</b>  <b>Postcode</b> <b>Contact</b> <b>Telephone Number</b> <b>Fax Number</b>
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**Part 2: Invoicing Information**

<b>Invoice Contact Person</b> <b>Phone Number</b> <b>Purchase Order No.</b>
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**Part 3: Invoice Address**

<i>Only complete if different from Fault address</i>
<b>Company Name</b> <b>Address</b>  <b>Postcode</b>

<input type="checkbox"/>	Please quote for Maintenance Contract
<input type="checkbox"/>	Please tick if you do not wish to receive details of Borer's products and services in the future

<b>Signature of Acceptance:</b>    Date:
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Please complete this form and fax it (this page only) to: **0118 977 3526**, or email it to: **service@borer.co.uk**