

SERVICE TERMS & CONDITIONS

Benelec Equipment Repair Order (BERO)

A BERO must accompany each individual unit sent to Benelec for repair. These can be filled in on the Benelec Web site and printed from there. Alternatively a blank copy can be requested from any of our Branch offices. You should retain one copy for your records and include one copy with the relevant unit. In order to provide the best possible service it is essential that you be as comprehensive as possible in describing the fault in the space provided on the BERO. Statements such as "Faulty" or "Doesn't Work" are ineffective. Equipment that doesn't have a proper description in the Fault Details section of the BERO will be set aside.

Refuse to Repair

Benelec reserves the right to refuse to repair any equipment.

Freight & Packaging

Freight to and from our service centre is payable by the customer. Each piece of equipment must be suitably packaged to avoid further damage. Where more than one piece is submitted in the same delivery each piece must be individually package and then packed in one or more master carton suitable for the mode of transport selected. Benelec will not accept responsibility for damage caused in transit.

Minimum Charge

A minimum charge will apply to each unit submitted for repairs to cover handling, recording, identifying the cause of the fault and quoting on the estimated cost of the repair. This charge will be published on our Web Site or can be obtained over the phone. This charge is payable at the time the equipment is submitted to our Service Centre. For equipment that is not delivered in person the minimum charge must be paid by credit card on the BERO or by cheque accompanying the BERO. The minimum charge is non refundable. If Benelec refuses to repair a unit no charge will apply. In that case the client will need to make their own arrangements to recover the unit from the Benelec Service Centre. Unclaimed Equipment clause set out below will apply to this equipment.

Quotations

A quotation for the repairs will be forwarded to you by e-mail, Fax or mail. Should you agree to the repair charges you must indicate your acceptance by signing the quotation and returning it to the service centre by e-mail, Fax or mail. If you do not wish to proceed with the repair you must arrange to collect the equipment. The equipment can be forwarded on to you by courier provided the courier costs are paid prior to expedition.

Subsequent Faults

In some instances it is conceivable that a fault can be identified and repaired only to find that another fault becomes evident. In this instance the customer will be advised of the situation to seek further instructions. Irrespective of the subsequent decision the customer will be liable for the cost of the original repairs undertaken.

Unclaimed Equipment

Any equipment that remains unclaimed for more than 3 months will be disposed of without compensation to the owner.

Guarantee

All repairs are carried out subject to these conditions and guaranteed for one month provided the conditions of use as stipulated in the original product guarantee are adhered to. The guarantee will only apply to the repair undertaken and will not apply to any subsequent fault that may occur.

All customers are required to sign the declaration below as written acceptance of the above mentioned conditions of service prior to any service being provided.

I, _____ accept and agree to have my equipment serviced and/or repaired by Benelec Pty Ltd

(please print your name here)

or an approved Benelec agent under the above mentioned conditions.

Signed _____

Benelec Equipment Repair Order (BERO)

This repair is only accepted under the terms of the "Service Terms and Conditions (STC)"

Procedures for Submitting a Repair

1. Fill in BERO and STC.
2. Print, Sign and submit with the Equipment together with the minimum charge \$ 50.00 (ex GST). Freight prepaid to Benelec at the address below.
3. Benelec will contact you with a quote for the repair requesting Approval to complete the repair.
4. You will be notified upon complete of the repair.

(Please Fill in)

RAN: (OFFICE USE) Date: Cust Ref Num:

Customer Details

Cust Code: Company Name:
Contact Name: (Please include Area code)
Email: Phone Num:
Address: Mobile:
City: State: Post Code: Fax Num:

Accessories included

(Type in)

Equipment Details

Brand: Purchase Date:
Model: Serial Num:
Purchased From:

Fault Details (Please type in)

Payment Method

Credit Card

Details

BANKCARD VISA MASTERCARD AMEX

Card Number:

Expiry Date: month/year

Card Holders Name:

Signature of Card Holder:

Cheque

T/T to

Cheque:
yes/no

BSB 062 - 124
Account No: 10461648

Delivery Address

Benelec Pty Ltd
17 Byrnes St
Botany NSW 2019

Mailing Address:

Benelec Pty Ltd
PO Box 21
Mascot NSW 1460

Phone: (02) 8397 3333

Fax: (02) 9700 1231

Website: www.benelec.com.au

Email: reception@benelec.com.au