

# the ink place

## Printer Service Form

Branch & Sales Staff: \_\_\_\_\_ Date: \_\_\_\_\_

### Printer Details:

Printer Make & Model: \_\_\_\_\_

Serial Number: S/N \_\_\_\_\_

Cartridges included: Yes/ No \_\_\_\_\_ Cartridges included: Original/ Remanufactured \_\_\_\_\_

How many cartridges: All / Only Black / Only Colour / Specify: \_\_\_\_\_

Power Cable included: Yes / No \_\_\_\_\_ Connection Cables included: Yes / No \_\_\_\_\_

Tray/ Other Accessories: \_\_\_\_\_

Printer Condition: Excellent / Average / Poor \_\_\_\_\_

Marks/ Scratches on Printer: \_\_\_\_\_

Fault Description: Service only: Yes / No \_\_\_\_\_

Printer gives the following problems: \_\_\_\_\_

### Client Details:

Company name: \_\_\_\_\_ Contact Person: \_\_\_\_\_

Cell no: \_\_\_\_\_ Work no: \_\_\_\_\_

Fax no: \_\_\_\_\_ Email: \_\_\_\_\_

Work Address: \_\_\_\_\_

Delivery address: (if applicable) \_\_\_\_\_

### Office use only

Customer drop-off date: \_\_\_\_\_ Tech Specialist pick-up date: \_\_\_\_\_

Quotation date: \_\_\_\_\_ Quote accepted: Yes / No \_\_\_\_\_

Cost of printer repair: \_\_\_\_\_ Client Quote: \_\_\_\_\_

Turn around time: \_\_\_\_\_ Date printer delivered to branch: \_\_\_\_\_

Client called for collection: \_\_\_\_\_

Client comments: \_\_\_\_\_

Date printer is collected: \_\_\_\_\_

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Company name: \_\_\_\_\_ Date: \_\_\_\_\_

Printer make and model: \_\_\_\_\_

Printer serial number: \_\_\_\_\_

Job Card Number: \_\_\_\_\_

## Terms and Conditions

1. The Ink Place out-sources all printer services and repairs. No printer services or repairs are done by employees of The Ink Place. The Ink Place provides this service to it's customers as a courtesy.
2. There is a 3month guarantee on all work done to the printer and parts replaced or serviced.
3. Turn-around time to get a quotation is 1 to 3 working days.
4. Turn-around time on doing the printer repairs will be discussed upon quotation due to some printer parts that needs to be ordered in.
5. The client will be given 7 (seven) working days after quotation date to accept or reject the quote.
6. R100 quote rejection fee will be charged.
7. Customer will be called from the branch for once the printer is ready for collection.
8. Printers will only be kept for 30days from the day the collection call was made. If the printer has not been collected and/ or no prior written arrangement was made in the 30 days, the printer will be sold to recover costs or disposed off.
9. R50 delivery fee will be charge if the client requires a door-to-door printer delivery in the Pretoria area. No deliveries will be done outside Pretoria.
10. If a "call-out" is required on serviced printers, the Technician will get to you in 1 to 4 working days. If the fault is due to work that the Technical Team did there will be no call-out charged. If the fault is not due to work that the Technical Team did a R180 call-out fee will be charged and must be paid on the call-out day, in cash, to the Technician.

I, \_\_\_\_\_ on behalf off \_\_\_\_\_  
accept the above terms and conditions on the \_\_\_\_\_ day of \_\_\_\_\_ 2010.

## Acknowledgement of receipt of serviced printer

Printer received by \_\_\_\_\_ on behalf off \_\_\_\_\_

on the \_\_\_\_\_ day of \_\_\_\_\_ 2010

**Please check that you receive/ collect all cables and accessories with your printer**

