

# SERVICE Request Form

## CUSTOMER DETAILS

Customer Name:

Customer Number:

Return Address:

Contact Person:

Contact Phone:

Contact Email Address:

Purchase Order:

USL Staff Member contact:

## PRODUCT INFORMATION

EQUIPMENT TYPE

Make Model

Serial Number

ACCESSORIES SUPPLIED

THIS EQUIPMENT REQUIRES

Annual Service  
and/or Calibration

Repair

Both

If the equipment is faulty, please describe in detail. (Is the fault continuous or intermittent? Is there an error message? Would you like us to replace batteries, pads or seals if applicable?)

Do you require a quote prior to repair?

(Please see additional information for quotes under \$200.00+GST)

Yes

No

## WARRANTY INFORMATION

Only fill in this section if you expect your repairs are covered by the manufacturer's warranty. Proof of purchase details must be supplied to ensure repair under warranty. If proof of purchase is not available all repairs will be charged to your customer account.

Purchased From: USL Medical /Other (please specify)

Invoice Number:

Date Purchased:

### PLEASE FORWARD THIS FORM WITH YOUR EQUIPMENT TO:

USL Biomedical Services, 494 Rosebank Road, Avondale, Auckland 1026. Ph 0800 265 2186, [uslservice@uslmedical.co.nz](mailto:uslservice@uslmedical.co.nz)

## ADDITIONAL INFORMATION

**Return Times:** USL Biomedical Services has a standard turnaround time of up to 14 days from receipt of the unit into our workshop. If we cannot return your equipment to you within this time, you will be contacted.

**Urgent Jobs:** If you require an urgent turnaround (less than 3 working days from receipt) an urgent surcharge of \$50.00+GST applies. This is not available for all items so to avoid disappointment phone or email us to schedule your service prior to dispatching your item. Ph. **0800 265 2186** or **uslservice@uslmedical.co.nz**.

**Packaging:** Please package your unit carefully. We suggest your equipment is wrapped in bubble wrap and that you use a box padded with crunched paper. USL Biomedical Services accepts no responsibility for items lost or damaged in transit. Shredded paper is not recommended as it can damage the equipment.

**Minimum Charges and Quotation:** Any work carried out by USL Biomedical Services will incur a minimum inspection fee. This fee starts at \$60.00+GST but may be up to \$120.00+GST depending on the complexity of the equipment to be assessed. Quotation for work under \$200.00+GST is not usually possible as is more economical for the technician to perform the repair as the unit is inspected. If you require a quotation please check that your contact details are up to date. Please note; requiring a quote may delay the return of your equipment.

**Loan Units:** If you require a loan unit, please phone or email prior to dispatching your unit. Loan units vary in pricing between \$50.00 and 95.00+GST for the duration of the loan. Loan units are important to all of our customers, so USL Biomedical Services requests that you return loan units within 7 days of your units return. If loan units are not returned within 7 days, a late fee of \$25.00+GST per day may be charged. The courier who delivers your loan unit cannot collect your equipment.

PACKING SLIP

Please deliver to:  
**USL Biomedical Services**  
494 Rosebank Road  
Avondale  
Auckland 1026

SENDER:

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