



P: 1300Toolfix (1300 866 5349) | F 02 9877 8250
E sales@toolfix.com.au | accounts@toolfix.com.au

NSW: 29 Hope Street MELROSE PARK 2114 | VIC: 13 Birkett Place SOUTH GEELONG 3220

P.O. Box 1005 MEADOWBANK NSW 2114
ABN: 52 478 258 359

Service Request Form

Date: _____

Please complete a separate form for each tool

Company Name: _____

Contact Name: _____

Contact Phone Number: _____

Email Address: _____

Delivery (Return) Address: _____

Quote pre-repair approval required (please circle): YES / NO

Tool Brand: _____

Model: _____

Tool Serial Number: _____

Date Purchased: _____

Problem(s) with tool/fault (please provide as much detail as possible): _____

Please enclose the above form with tool and send to:

ATTN SERVICE & REPAIR DEPARTMENT

29 HOPE ST

MELROSE PARK,

NSW, 2114



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Service and Repair Agreement

Job Number:
(Internal use only)

Terms and Conditions of Service/Repair

1. Tools and/or Equipment must be picked up within three months of notification that the item is ready otherwise the equipment will be sold or disposed of to recover costs.
2. Tools and/or Equipment that have been assessed and quoted but NOT repaired will be returned dismantled. If re-assembling is required a fee will be charged.
3. There will be an assessment and/or freight fee charged for assessed tools and equipment not repaired, not covered by the manufacturer's warranty, parts warranty or where there is no fault found.
4. Warranty on parts replaced is 90 days from invoice date.
5. Minimum repair charge is \$35.00 +GST
6. If assessment is required within 1 working day, an Urgent Fee \$35.00 +GST will be charged.
7. Proof of Purchase must be supplied with all warranty repairs, prior to commencement of assessment.
8. There will be a freight fee charged for all warranty repairs where the tool is required to be sent back to the manufacturer for repair.

***I have read and agree to the above Terms & Conditions:**

Name: _____

Signature: _____

Served by: _____

Date: ____/____/____