

Technical General Request

A callout charge of £175 is applied which covers the first 2 hours of travel and the first 30 minutes of onsite labour. Each subsequent 30 minutes on site is charged at £45, plus parts.

Please fill out the form below and fax back to 01628 588788. Please ensure that all sections are completed and signed by an authorised signatory to authorise our engineers visit, payment and agree to the terms as we will be unable to proceed otherwise.

Company Name		Ltd / Plc. / LLP / Partnership / Sole Trader / Other	
Address		Company Reg. No	
		Contact Name	
		Contact Number	
Post Code		E-Mail Address	

Product	Serial No.
Fault Description	

Payment in advance is required for all technical support unless you hold a current reseller account

Please tick as appropriate

	I wish to pay by bank transfer, please provide a proforma and bank details		
	I wish to pay by debit/credit card, please provide a proforma and contact me for details		
	I hold a current reseller credit account with Colourgen	Account Number	

I acknowledge that a surcharge of 2% or 3.5% for American Express will be applied to the total value of all credit card transactions. No surcharge is applied to debit cards.

Authorised by	
Signed by	
Position	
Date	

Requests will not be processed without a signature of authorisation

Please note:

- All repairs and site visits are subject to credit clearance prior to an engineer being assigned.
- Colourgen reserve the right to charge for additional time should a Colourgen engineer be requested to wait.
- Allocation is dependent upon current workload. Warranty/contract customers take priority.
- Air-fares will be re-charged at cost
- If payment is not received within 7 days of invoice, we reserve the right to withdraw the repair warranty.
- All materials and parts used in the repair remain the property of Colourgen until payment is received
- Repairs carry a 90-day warranty on both parts and labour, subject to payment being received within 7 days of invoice.
- Due to the unknown effects of Third Party and Sublimation inks Colourgen cannot offer any warranty on parts and labour. The signing of this form confirms you are willing to accept this condition.