



# BSG Equipment Repair Form

Have you had anything repaired from Brisbane Sound Group before? Yes  No

\*\*\*If you are an existing client and we have your current details, just fill in your company/contact name and phone number for our reference.

Company Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Address (postal): \_\_\_\_\_

Suburb: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Contact Phone: (\_\_\_\_) \_\_\_\_\_ Mobile: \_\_\_\_\_

Email: \_\_\_\_\_ Fax: \_\_\_\_\_

Equipment Brand: \_\_\_\_\_ Model Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Quote Required? Yes  No  Warranty? Yes  No   
(Please attach copy of purchase receipt)

Fault Details: \_\_\_\_\_

\_\_\_\_\_

Accessories Supplied: \_\_\_\_\_

**Credit Account Customers:** Please attach an official purchase order for this repair.

**New or Non-Credit Account Customers:** We require a \$55.00 minimum fee (\$88.00 for projectors) to be paid upfront when the equipment is booked in for repair. This will be deducted from the final bill on equipment collection. Please see below for our payment methods:

**Minimum Booking Fee for all Repairs: \$55.00 per item (or \$88.00 for projectors). Payable in advance – deducted from total when repair is completed.**

Payment Method for the booking fee:

Cash: Payable Mon – Fri 9:00am – 5:00pm (Saturday 9:00am-4:00pm)  
 Cheque: Payable to "Brisbane Sound Group"  
 Direct Deposit: Account Name: Brisbane Sound Group  
 Bank: National Australia Bank  
 BSB: 084 004  
 Account: 630 707 836

Use name as a reference and fax or email remittance to (07) 3252 7874 or [admin@brisound.com.au](mailto:admin@brisound.com.au)

Credit Card: Brisbane Sound Group accepts Bankcard, Mastercard, Visa and American Express.

Card Type: \_\_\_\_\_ Name on Card: \_\_\_\_\_

Card Number: \_\_\_\_\_ Expiry: \_\_\_\_/\_\_\_\_

Signature: \_\_\_\_\_ CVV (3 digits on back) \_\_\_\_\_



**CONDITIONS OF SERVICE:**

An estimate on an electronic appliance cannot be made without dismantling the unit for inspection and carrying out detailed component tests. For this reason, if an estimate fee is required, a minimum charge for the handling and labour involved in preparing the estimate is applicable. The fee is payable in advance before an estimate can be given. If this estimate is accepted, the pre-paid minimum fee will be deducted from the total repair charge. This minimum fee is \$55.00 including GST except Data Projectors which are \$88.00 including GST.

If the goods are not collected within 90 days of notice to the customer of the completion of the repair, service or estimate, the customer in leaving the goods in exchange for this docket authorises Brisbane Sound Group to dispose of the goods in such a manner as Brisbane Sound Group in its absolute discretion considers fit. Further, the customer releases Brisbane Sound Group from any liability arising out of or connected with such disposal whether by negligence or otherwise.

**IMPORTANT NOTICE:**

During the process of repair, some or all of your stored data may be lost. Please ensure that you have saved this data elsewhere prior to repair.

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. If this is the case, a representative from Brisbane Sound Group will call the customer for approval. Refurbished parts may also be used to repair the goods.

**FREIGHT**

In some cases, Brisbane Sound Group may arrange for the return of customer equipment on the customer's behalf, at the customer's or Brisbane Sound Group's expense, with a carrier selected by Brisbane Sound Group.

Brisbane Sound Group will return any such equipment using packaging materials supplied by the customer and accepts no responsibility for the suitability of those materials. Any additional packaging supplied by Brisbane Sound Group will be at the expense of the customer. Brisbane Sound Group accepts no responsibility for any loss or damage suffered by the customers, howsoever caused, including but not limited to the negligence of Brisbane Sound Group, its employees or agents or carrier engaged on behalf of the customer, in relation to the return of the products to the customer. Brisbane Sound Group recommends that the customer arrange for its own insurance for the return of equipment.

Signed: (Authorised Representative/Owner) \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_\_\_

Name (Please Print) \_\_\_\_\_