

TOOL SERVICE / REPAIR FORM

Trading Name *		ABN	
Contact Name*		Email Address*	
Contact Phone Number*		Delivery (Return) Address*	
Request Type* (please circle)			
Assess & quote	Repair	Warranty Claim (A warranty claim form also needs to be completed)	
Tool/ Brand*		Model Number or Name*	
Serial Number (if applicable)		Date Purchased	

Problem with tool*

Terms & Conditions of Repair / Service

1. Tools must be picked up within 4 weeks of notification that the repaired tool is ready, otherwise the tool may be sold or disposed of by Toolfix to recover costs.
2. Tools that have been assessed and quoted but NOT repaired will be returned dismantled. If re-assembling is required a fee will be charged.
3. A quotation fee of \$30 + GST applies to all non-account (COD) customers. And this fee may be charged at Toolfix's discretion to account customers.
4. There will be an assessment fee charged for assessed tools not repaired, not covered by the manufacturer's warranty, parts warranty or where there is no fault found.
5. Warranty on parts replaced is 90 days from invoice date.
6. Minimum repair charge is \$45.00 + GST
7. A urgent fee of \$50 will be charged if assessment is required with 1 business day.
8. Pick up / freight of tool (before and after repair) is the sole responsibility of the customer. Toolfix is not liable should a tool become lost or damaged in transit. Delivery / freight of a repaired tool may be organised by Toolfix for 30 day account customers only.
9. Proof of purchase and a completed warranty claim form must be supplied with all warranty repairs prior to commencement of assessment.
10. There will be a freight fee charged for all warranty repairs where the tool is required to be sent back to the manufacture for repair.

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

Signature: _____*

Date: _____*

Please enclose this form with the tool and send to:

**TOOLFIX FASTENERS
29 HOPE ST
MELROSE PARK,
NSW, 2114
ATTN SERVICE & REPAIR DEPARTMENT**

TOOLFIX INTERNAL USE

TOOL CHECKED IN BY (INITIAL)	
REPAIR JOB NUMBER	