



## SERVICE BOOKING FORM

Please return your completed order form to: [support@csid.com.au](mailto:support@csid.com.au)

Job Reference No. (office use) \_\_\_\_\_

### Customer Details:

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

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

### Booking Details:

Type of service required:                      Onsite                      Back-to-Base                      Warranty/Contract

Your preferred date of service: \_\_\_\_\_ Your preferred time of service: \_\_\_\_\_

Onsite/Return Address:

---

---

### Printer Details:

Printer Model: \_\_\_\_\_ Serial No. \_\_\_\_\_

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

### Schedule of Fees:

**\*Travel time is complimentary and not charged**

<b>Onsite Service (up to 2 hrs onsite labour - call-out fee included)</b>	<b>Charge</b>
Australia-wide Metropolitan Areas	\$450.00*
Australia-wide Regional Areas	\$600.00*
Every hour after 2 hours	\$150.00

\*Discount applies with T&C

<b>Back-to-Base Service (minimum charge 1 hour)</b>	<b>Charge</b>
First hour	\$180.00
Every hour after 1 hour	\$120.00
Standard workshop fee	\$45.00
Inspection Fee (not charged if you proceed with Service of Printer)	\$75.00





## Back-to-Base Service:

If you are returning your printer to us for servicing, please send to the below address:

**CSID**

**Attention: Service Department**

**Address: Unit 4, 242D New Line Rd.**

**DURAL NSW 2158**

*Note: Please ensure your printer is correctly packaged to avoid damage during transportation. CSID is not liable for damage to printer during transportation.*

## Onsite Service:

Please prepare for your service or installation by carefully following the below checklist **prior to our technician arriving onsite.** This will prevent additional delays and additional service costs incurred to you.

### If installing printer via ethernet on a network:

Install the printer driver on the server (this should be done by your IT support)  
Ping the proposed IP address. Make sure no packets are lost.

### If installing printer via ethernet on a local machine:

Have local administrator access ready for technician.

### If installing printer via USB:

Have local administrator access ready for technician.

### If installing software:

Have local administrator access ready for technician.

If card needs to be designed, a final design should be approved prior to technician arriving onsite.

Templates and relevant images must be ready.

Images must be in RGB format. CMYK format is not supported.

## Terms & Conditions: *(all prices exclude gst.)*

Prices are valid from 1st January 2023 and are subject to change without notice. Payment terms are net 30 days from invoice. An invoice will be emailed to your nominated email address upon the completion of your service job, along with a detailed service report. Service fees are charged on an hourly basis, with a minimum charge of 2 hrs (onsite) or 1 hr (back-to-base). Fees include actual work onsite regardless of travel time and excludes spare parts and consumables. If our technicians are not available on your preferred service date, we will contact you to arrange another suitable time.

