

AQUALITY REQUEST FORM



Service No:	Project No:
--------------------	--------------------

<small>(for office use only)</small>	Project name:
--------------------------------------	----------------------

<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Type of service:</td> </tr> <tr> <td style="padding: 5px;"> <input type="checkbox"/> Site visit for survey / feasibility study <input type="checkbox"/> Site visit for installer instruction <input type="checkbox"/> Site visit for pre-commissioning <input type="checkbox"/> Site visit for plant commissioning <input type="checkbox"/> Site visit for service (investigation & repairs) <input type="checkbox"/> Site visit for maintenance (without contract) <input type="checkbox"/> Spare Part required (see p. 2 for details) </td> </tr> </table>	Type of service:	<input type="checkbox"/> Site visit for survey / feasibility study <input type="checkbox"/> Site visit for installer instruction <input type="checkbox"/> Site visit for pre-commissioning <input type="checkbox"/> Site visit for plant commissioning <input type="checkbox"/> Site visit for service (investigation & repairs) <input type="checkbox"/> Site visit for maintenance (without contract) <input type="checkbox"/> Spare Part required (see p. 2 for details)	<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Customer details:</td> </tr> <tr> <td style="padding: 5px;">Company name:</td> <td style="width:100%;"></td> </tr> <tr> <td style="padding: 5px;">Address 1:</td> <td style="width:100%;"></td> </tr> <tr> <td style="padding: 5px;">Address 2:</td> <td style="width:100%;"></td> </tr> <tr> <td style="padding: 5px;">Town:</td> <td style="width:100%;"></td> </tr> <tr> <td style="padding: 5px;">County:</td> <td style="width:100%;"></td> </tr> <tr> <td style="padding: 5px;">Postcode:</td> <td style="width:100%;"></td> </tr> <tr> <td style="padding: 5px;">Contact:</td> <td style="width:100%;"></td> </tr> <tr> <td style="padding: 5px;">Telephone No:</td> <td style="width:100%;"></td> </tr> <tr> <td style="padding: 5px;">Mobile No:</td> <td style="width:100%;"></td> </tr> <tr> <td style="padding: 5px;">Alternative contact:</td> <td style="width:100%;"></td> </tr> <tr> <td style="padding: 5px;">Alternative Tel. No:</td> <td style="width:100%;"></td> </tr> </table>	Customer details:	Company name:		Address 1:		Address 2:		Town:		County:		Postcode:		Contact:		Telephone No:		Mobile No:		Alternative contact:		Alternative Tel. No:	
Type of service:																										
<input type="checkbox"/> Site visit for survey / feasibility study <input type="checkbox"/> Site visit for installer instruction <input type="checkbox"/> Site visit for pre-commissioning <input type="checkbox"/> Site visit for plant commissioning <input type="checkbox"/> Site visit for service (investigation & repairs) <input type="checkbox"/> Site visit for maintenance (without contract) <input type="checkbox"/> Spare Part required (see p. 2 for details)																										
Customer details:																										
Company name:																										
Address 1:																										
Address 2:																										
Town:																										
County:																										
Postcode:																										
Contact:																										
Telephone No:																										
Mobile No:																										
Alternative contact:																										
Alternative Tel. No:																										

Please describe service required (e.g. fault description):
Please give us detailed information regarding the visit in order to resolve the case as quickly as possible.

<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Invoice details (if different from customer details):</td> </tr> <tr> <td style="padding: 5px;">Order No:</td> <td style="width:100%;"></td> </tr> <tr> <td style="padding: 5px;">Company name:</td> <td style="width:100%;"></td> </tr> <tr> <td style="padding: 5px;">Address 1:</td> <td style="width:100%;"></td> </tr> <tr> <td style="padding: 5px;">Address 2:</td> <td style="width:100%;"></td> </tr> <tr> <td style="padding: 5px;">Town:</td> <td style="width:100%;"></td> </tr> <tr> <td style="padding: 5px;">County:</td> <td style="width:100%;"></td> </tr> <tr> <td style="padding: 5px;">Postcode:</td> <td style="width:100%;"></td> </tr> <tr> <td style="padding: 5px;">Contact:</td> <td style="width:100%;"></td> </tr> <tr> <td style="padding: 5px;">Telephone No:</td> <td style="width:100%;"></td> </tr> </table>	Invoice details (if different from customer details):	Order No:		Company name:		Address 1:		Address 2:		Town:		County:		Postcode:		Contact:		Telephone No:		<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Delivery details (if different from customer details):</td> </tr> <tr> <td style="padding: 5px;">Company name:</td> <td style="width:100%;"></td> </tr> <tr> <td style="padding: 5px;">Address 1:</td> <td style="width:100%;"></td> </tr> <tr> <td style="padding: 5px;">Address 2:</td> <td style="width:100%;"></td> </tr> <tr> <td style="padding: 5px;">Town:</td> <td style="width:100%;"></td> </tr> <tr> <td style="padding: 5px;">County:</td> <td style="width:100%;"></td> </tr> <tr> <td style="padding: 5px;">Postcode:</td> <td style="width:100%;"></td> </tr> <tr> <td style="padding: 5px;">Contact:</td> <td style="width:100%;"></td> </tr> <tr> <td style="padding: 5px;">Telephone No:</td> <td style="width:100%;"></td> </tr> </table>	Delivery details (if different from customer details):	Company name:		Address 1:		Address 2:		Town:		County:		Postcode:		Contact:		Telephone No:	
Invoice details (if different from customer details):																																					
Order No:																																					
Company name:																																					
Address 1:																																					
Address 2:																																					
Town:																																					
County:																																					
Postcode:																																					
Contact:																																					
Telephone No:																																					
Delivery details (if different from customer details):																																					
Company name:																																					
Address 1:																																					
Address 2:																																					
Town:																																					
County:																																					
Postcode:																																					
Contact:																																					
Telephone No:																																					

AQUALITY REQUEST FORM



Spare part details (if applicable):

Spare Part number	Description	Quantity	Unit price (net)	Total
Total				

Contract rates		Non-contract rates	
	Hourly rate		Hourly rate
1. Normal Hours (Monday-Friday) 8.30am-5.30pm	£65 + VAT	1. Normal Hours (Monday-Friday) 8.30am-5.30pm	£75 + VAT
2. Overtime to 10.00pm Weekdays & Saturday 8.30am-10.00pm	£75 + VAT	2. Overtime to 10.00pm Weekdays & Saturday 8.30am-10.00pm	£85 + VAT
3. Sunday, Bank Holidays & All night work after 10.00pm	£90 + VAT	3. Sunday, Bank Holidays & All night work after 10.00pm	£95 + VAT
Contract rates only apply to products that are covered by a current service agreement.		Emergency Call Out – in addition to the above, all ‘Non-Contact Rates’ Customers are subject to a £100 + VAT Call Out charge.	

Service cases covered by warranty will not be chargeable. Contact us prior to site visit if you are unsure of your warranty status.

Terms and Conditions

Hourly charge applies to:
 Travel time to site
 Travel time back to the office
 Time spent on site (including time for a site parking and an acquiring access permit where necessary)

Mileage charge (£0.70 + VAT per mile)
 The mileage charge covers fuel, insurance costs, vehicle wear and tear for the:
 Travel to site
 Travel back to office

Note: congestion charges and parking fees will be added where applicable.

Equipment, materials
 All equipment / materials are excluded and will be charged in line with our current published price list.

General
 Please note, a minimum callout is based on four hours (incl. travel).
 The above rates apply to one engineer, should two engineers be required this will be charged at the above rates plus 50%.
 VAT is excluded on all of the above rates and is chargeable at the current rate.
 Aquality ‘Conditions of Sales’ and ‘Servicing Teams and Conditions’ apply, see overleaf.

Spare Part
 Please return damaged item for testing within 30 days from delivery date of replacement spare part. If no part is received within the 30 day period we will invoice for the full value of the replacement item.

Commissioning
 Please give notice that commissioning is required at least six weeks before scheduled hand over date. Aquality takes no responsibility for project delays if insufficient notice is given.

Declaration

Client name	Date	Signature

I, the above, acknowledge receipt of the ‘Aquality Request Form’ and the ‘Terms and Conditions’. I have read and understood the content and agree to abide by the conditions therein.