

WARRANTY/SERVICE REQUEST FORM



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To provide the best possible service to the Customer please ensure the requested information below is completed in full. All fields are mandatory.
To ensure a service booking, credit card details must be completed below. Return this form via fax or email.
THIS FORM MUST BE COMPLETED AND RETURNED BEFORE ANY CALLS CAN BE PLANNED

Business / Organisation Name						
Business Address	Street No & Name					
	Suburb:		State:		Post Code:	
Site Address (Equipment Location)	Shop No:		Shopping Centre: (if applicable)			
	Street No & Name:					
	Suburb		State:		Post Code:	
Contact Name					Ph:	
Equipment	Brand:		Description:			
	Model No:		Serial No:			
	Where purchased:					
Description of Fault						

**CREDIT CARD INFORMATION MUST BE PROVIDED AS SECURITY AGAINST FALSE WARRANTY CALL-OUTS.
FAILURE TO DO SO WILL RESULT IN THE REQUEST BEING UNATTENDED.
NORMAL BUSINESS HOURS ARE 8.00AM – 4.30PM MONDAY TO FRIDAY**

CREDIT CARD DETAILS – Required as security against chargeable work						
Card Type: *	Visa	<input type="checkbox"/>	MasterCard	<input type="checkbox"/>	American Express	<input type="checkbox"/>
Cardholder Name:					Exp Date:	
Card Number:					CVV: **	
Signature:					Date:	

PLEASE NOTE: Standard warranty call-outs take place Monday-Friday between 8.00am and 4.30pm (except Public Holidays). Any call outs outside of these times will be subject to penalty rates. Certain items such as glass components and light fittings are not covered under warranty. Claims for non-covered parts, number faults found, travel over 50km or other items outside our standard terms and conditions will be chargeable. Any chargeable items will be COD, charged to the credit card number listed above.

* Credit Card Surcharges: Visa and Mastercard 1.2% and AMEX 3.2%

** CCV is mandatory



FRM-REV-024 Issue 3 18/09/2015

Beverage Dispensing & Foodservice Equipment