

 **Service Request/ Warranty Return Form**

 Chamberlain Australia- Unit 1, 75 Epping Road North Ryde NSW 2113 Phone 1800 638 234 Email: customerservice@chamberlainanz.com

***Please tick where appropriate***

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| Any faulty item still covered by warranty that needs to be returned to Chamberlain for assessment but **does not** require a Chamberlain Field Service Technician to attend site |

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| Warranty related issue you are requesting a Chamberlain Field Service Technician to attend site and resolve |

 **Service Request Warranty Return**

Dealer Name: Reseller Name:

Dealer Contact Number: Reseller Contact Number:

Customer Details:

Customer/Site Contact Name: Contact Phone No:

Business Name (If Applicable):

Address: ­

Suburb: State: Post Code:

Model Number: Installation Date:

Door Height: Is there an EWP available and on site? Yes No

Is a site induction required? Yes No Has the installer attended site? Yes No

What is the error code?

Fault Description:

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| SERVICE CHARGESChamberlain reserves the right to apply service charges where the Service Request is for issues outside the terms and conditions of the products warranty | CONDITIONSService charges will be applied where there is:- Non-warranty related faults or failures - Rectification of errors caused by installation contrary to manufacturer specification or installation manual- Incorrect, incomplete and/or unsafe installations\*\*\*ALL Product Returns must be supplied with a CCN number issued by Chamberlain Customer Service prior to items being returned to Chamberlain for assessment\*\*\* |
| Fees:$140 (ex GST)-Residential Callout Fee (including 1st hour labour)$140 (ex GST)-Commercial Callout Fee (including 1st Hr, EWP)$140 (ex GST)- Labour charge for each hour thereafter\*\*\*Please note any parts and materials used for non-warranty Service Requests/Product Returns will also incur charges as will travel allowances where applicable\*\*\* |

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:

Print Name:

**Signed authorisation is compulsory for completion of your Service Request/Warranty Return**

V 08.07.2021