

Product Repair / Service Call Out Request Form

- Primary correspondence will be undertaken via e-mail. Please complete this form and email to service@beswick.co.za.
- Preferred method of communication? (Which method do you respond to fastest?) Email ☐ Phone Call ☐
- Please also attach this form to the product.

Your Details

Business Name: _____ Account Number: _____

Contact Name: _____ Contact Number (+27): _____

Contact Email Address: _____

Invoice Number (If Applicable): _____ Invoice/Purchase Date (If Applicable): _____

Invoice/Proof of Purchase Attached: Yes ☐

Machine Details

Product Description: _____

Product Serial Number: _____

Reason for Repair: _____

Any accessories attached with machine (power cable etc.)? No ☐ Yes, please describe: _____

Any visible damage to product (scratches, marks etc.)? Please specify where: _____

Logistics

Will you be delivering the product to us or a stationery dealer / outlet? Fellowes Beswick ☐ Stationery Dealer / Outlet ☐

Stationery Dealer / Outlet Name & Address (if applicable): _____

For Fellowes Beswick Print Finishing (If applicable)
Address: _____

- Terms & Conditions**
- By submitting this form, you accept our General Warranty Terms & Conditions (available on our website at <https://fellowesza.co.za> within the footer titled 'Warranty Terms & Conditions').
 - If the product serial number and Proof of Purchase are valid our service team will inform you if the product warranty is still applicable.
 - You will then receive a CRO/Quotation to be approved or rejected including call out fees/labour costs, parts and/or replacement costs if applicable. If quote is rejected a R250 ex VAT rejection fee will apply.
 - Please be advised that the cost of replacement parts may fluctuate due to factors such as availability and sourcing. Additionally, exchange rates may impact pricing. We strive to provide the most accurate estimates, but final costs may vary.
 - All quotations will need to be accepted or rejected in writing.

Date: _____

www.fellowesza.co.za