



SERVICE VISIT REQUEST FORM

Customers not under warranty and not covered by a maintenance contract

Dear Customer,

We would like to advise you that our standard charges for service & repair on a "per call" basis are on hourly basis currently:

- An hour, or part of an hour during regular working hours,
- An hour, or part of an hour, after our official working hours
- An hour, or part of an hour during holidays, weekends or late night calls.

The charges are per hour with an hour minimum charge starting from the time **ALKOON** Engineers arrives at Customer site.

Any spare parts to be used will be charged according to **ALKOON's** price list. The customer will be invoiced accordingly, if needed.

The labour cost will be invoiced. And the customer should accept the charges and pay it with in fifteen days from the date of issuing the invoice.

Prior to ALKOON engineers attending any request for service & maintenance, the customer is kindly requested to sign and return this standard service visit request form.

ACCEPTANCE OF TERMS OF SERVICE

I _____ (Name) , on behalf of _____ (company name), accept ALKOON's terms & conditions of service and request prompt service at your earliest convenience.

Unite model /Series: _____

Place: _____

Signature _____

Date: _____

Stamp: _____

Kindly return by fax to 021 3336995

Thank you for giving us this opportunity to offer our services

P.S: we are fully prepared to offer a full service contact.