



CALL OUT REQUEST

Please complete and fax / email back to us.

Tel: 011 704 7000 Fax: 011 462 9269

Company Name:	Date:
Contact Person:	Contact Number:
Site Address :	Nearest Cross Rd:
	Suburb:

I would like to request a technician for the following:

Please select:

Need additional training	
To re-install/move Turbo Time to a new P.C	
Having a problem with Clock Machine	
To move Clock Machine to a new location	
If other, please specify / Special Instructions	

call out rate	R 595.00	excluding Vat
labour per hour	R 575.00	excluding Vat
travel to and from site – office based in Randburg	R 5.50 pkm	excluding Vat

Customers on Telephonic Software Support please call (011) 704 7000 to see if we cannot resolve your problem telephonically.

Should you not inform us in writing to cancel the Call Out or if the issue was resolved at least 4 hours prior to the technician arriving to site you will be liable to pay for the Call Out and Travel.

We always try to be reasonable in our assistance to our clients. Should the problem be our fault, we will pay for the Call Out, for any other reasons will be for your account.

If any hardware is too old or beyond repair, you will still be liable for the Call Out charges.

All products have a one year carry in warranty from date of purchase. Please bring the device in for repair else our standard Call Out rates will apply.

I have read and understand the terms and conditions:

Order Number: _____

Signature: _____