

**TECHNICAL SUPPORT REQUEST****EQUIPMENTS GROUP 6 – external equipments - Models: NG500 – NG754 – FCV300 – OPT75**

Company: \_\_\_\_\_ Surname/name: \_\_\_\_\_

Address: \_\_\_\_\_

VAT No./Fiscal Code: \_\_\_\_\_ Phone no.: \_\_\_\_\_ Fax no.: \_\_\_\_\_

Model : \_\_\_\_\_ Serial no. \_\_\_\_\_

Under warranty repair:

 YES NO(It is required to enclose copy of purchasing invoice in order to do intervention under warranty)

Faults/Updates: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Contact person for any further information: \_\_\_\_\_

Tel. No. : \_\_\_\_\_

Potential forwarding agent to be contacted: \_\_\_\_\_

**General conditions for supply of Technical Service Support  
(Price including labour/consumable/components)**

This sheet authorizes intervention at following conditions:

**Labour: € 85,00/h + consumption material**  
**Fixed fee: € 70,00\* (also when non-repairable)****Upper limit € 150,00\***

Transport: on user's behalf

Payment "Cash on Delivery", whether otherwise agreed with Commercial Direction.

Repair time:

- Product under warranty: 7 working days
- Product out of warranty: 12 working days
- Product out of production: 20 working days

Warranty on repair:

- 6 Months warranty on intervention (defect found)

\*prices are VAT excluded

TOGETHER WITH THE INSTRUMENT IT IS ESSENTIAL TO SEND THIS REQUEST COUNTERSIGNED FOR ACCEPTANCE

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

Customer's signature and stamp \_\_\_\_\_