

## Service Repair Request Form

Your Reference:	
DDC Job Number:	

Customer Details	
Date:	
Company Name:	
Contact Person:	
Contact Number:	
Email Address:	
Return Delivery Address:	

Product Details	
Part Number:	
Product Description:	
Serial Number:	
Date of Purchase:	
Invoice Number:	

Reported Fault	

Repair <input type="checkbox"/>	Quote Only <input type="checkbox"/>	Under Warranty <input type="checkbox"/>	Urgent <input type="checkbox"/>
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**Please address all repairs and services to:**

Dallas Delta Corporation Pty Ltd  
Att: Service Department  
53 Barry Road  
Campbellfield VIC 3061  
Australia

**Contact Details:**

Tel: +61 3 9387 7388

Fax: +61 3 9387 3128

Email: [admin@dallasdelta.com](mailto:admin@dallasdelta.com)

**[www.dallasdelta.com](http://www.dallasdelta.com)**

## Terms and Conditions for Repairs

### **Warranty:**

A three month warranty applies.

The warranty shall be subject to the Exclusions and Limitations expressed below.

The Company shall be responsible only for any inherent defect in the goods supplied for faulty workmanship of the Company appearing in the works within twelve (12) months from the date of installation except that any guarantee or warranty given by a third party in respect of materials, components or processes comprising part of the work shall apply to such materials, components or processes. The Company shall not be responsible for any repairs or rectifications due to misuse or damage by others including the Customer.

### **Exclusions & Limitations:**

Although reasonable care is taken with the installation of the system NO responsibility can be accepted for Customer supplied components, materials and workmanship or if the goods are used or dealt with in any way which is not usual.

Responsibility will not be accepted for equipment loss or damage due to any or all of the following:

- a. Storm or tempest,
- b. Atmospheric electrical discharges,
- c. Flooding or water damage, however caused,
- d. Lack of, or improper maintenance,
- e. Unauthorised repair, modification or additions,
- f. Connection of equipment not in compliance with specifications,
- g. Faulty operation of Customer supplied power generating equipment,
- h. System loading in excess of specified system capacities,
- i. Installation by non-qualified personal. (I.e. TITAB installer)

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.