

Bio-Strategy Service Request Form

Please return via email to service.au@bio-strategy.com

Technical services : 1800 00 84 53

PURCHASE ORDER INFORMATION **Minimum purchase order value for engineer call out \$545**			
Order Number for Repair			
<i>A PO number is mandatory for all Australian Health Services and Universities to facilitate invoice payment through your accounts department.</i>			
Credit Card Details - Name			
Card Number / Exp Date			
Card Type - VISA / AMEX / MC			
<i>When paying by credit card, please complete this section. Credit Card will not be charged until the service job is complete.</i>			
Account Payable Details (Central Purchasing)			
Institute /Company			
Department			
Postal Address			
Suburb/State/Postcode			
Contact Name			
Telephone & Email			
USER CONTACT DETAILS			
Institute /Company			
Department			
Street Address			
Building/Room			
Suburb/State/Postcode			
Contact Name			
Telephone & Email			
INSTRUMENT DETAILS & PHYSICAL LOCATION			
Instrument Type			
Model Number			
Serial Number			
Location of Equipment			
Warranty Status		Date of Purchase	
Is Equipment under contract ?		Contract Number	
SERVICE REQUEST DETAILS			
Fault Description			
Date of Request		Preferred Service Date	
If service job was quoted, Who was the Bio-Strategy contact who provided the quote?			
WHEN SENDING EQUIPMENT BACK TO A BIO-STRATEGY WORKSHOP A DECONTAMINATION CERTIFICATE WILL BE REQUIRED TO BE COMPLETED AND SIGNED PRIOR TO BEING SHIPPED TO BIO-STRATEGY			
<i>**All equipment returns need to be accompanied by a signed decontamination certificate by the customer **</i>			
If you have any questions regarding the completion of this form, please contact Bio-Strategy Technical Service on 1800 00 84 53			