

# DocStor Customer Support



## Request for Chargeable Ad Hoc Service

|                                  |                                       |
|----------------------------------|---------------------------------------|
| <b>Customer Name and Address</b> | <b>Invoice Address (if different)</b> |
|                                  |                                       |
|                                  |                                       |
|                                  |                                       |
| <b>Post Code</b>                 | <b>Post Code</b>                      |
| <b>Tel:-</b>                     | <b>Contact Name</b>                   |

We accept the following charges: -

1. Labour and travel time charged at £120.00 per hour (excl. VAT) , charges are calculated to the nearest half hour
2. Travel expenses charged at £0.40 per mile
3. The cost of parts will be added to the final invoice. We will inform you of the cost of parts and ask for your signed acceptance prior to fitting.

|   |  |
|---|--|
| <b>Machine Description (Make and Model)</b> |  |
| <b>Service Reference No. (if available)</b> |  |
| <b>Machine Serial Number</b>                |  |
| <b>Fault Description ( Brief)</b>           |  |
|   |  |
|   |  |

We hereby request that DocStor Limited provide repair services outlined above for the above named company and that said company will on receipt of the DocStor invoice authorise immediate settlement.

|                             |       |
|-----------------------------|-------|
| <b>Authorised Signatory</b> | ..... |
| <b>Name</b>                 | ..... |
| <b>Job Title</b>            | ..... |
| <b>Date</b>                 | ..... |
| <b>Order Number</b>         | ..... |

**PLEASE FAX BACK THE COMPLETED FORM TO 020 8979 1875**



Authorised  
Business  
Partner



Accredited  
Reseller  
& Service Agent