

Equipment Repair Centre Service Agreement

This document constitutes an agreement between the Equipment Repair Centre and the customer.

The customer has guaranteed that the equipment has been cleaned and decontaminated, and does not contain any harmful chemical, biological, or radioactive material. No item weighing more than 50 lb (22.5 kg) may be submitted to the Equipment Repair Centre without wheels or accompanying cart to support it.

Following a diagnostic assessment of the submitted item by Equipment Repair Centre technicians, a written estimate of the cost of repair (parts plus labour, at a rate of \$70/hour) will be provided to the customer via the email listed below. Repairs will proceed only with written acceptance of this estimate.

Once written acceptance of the estimate is received by the Equipment Repair Centre, the customer is contractually obligated to pay these costs (+/- 10%) upon completion of the repair, plus applicable taxes. The cost of labour associated with provision of the initial estimate will be waived from the final bill only for accepted in-house repairs.

Alternatively, if the estimate is rejected and the job cancelled, the customer will be billed for the cost of labour associated with provision of the estimate, to a maximum of 0.5 hours for in-house and 1 hour for on-site repairs, plus applicable taxes. If a repair is deemed impossible to perform by Equipment Repair Centre technicians, or not cost-effective for the customer, the job will be cancelled and the customer will similarly be billed only for the labour associated with provision of this assessment, plus applicable taxes.

Billing for all services must be resolved within 30 days of the work being completed. A \$35 administrative fee will be applied to all NSF payment attempts. Items not picked up more 60 days after completion of its servicing will be deemed abandoned, and the customer will relinquish ownership rights to the Equipment Repair Centre. The Equipment Repair Centre reserves the right to refuse any request for service.

Customer Information

_____ Name (and/or Lab Name)	_____ Email (Primary Contact)
_____ Address (Building and Room)	_____ Phone Number

Payment Method (Choose one)

Credit card (MC/VISA)

AMS/FIS Numbers

Name on Card

CC/IO #

Card Number

CFC #

_____/_____
Expiry Date

F #

Equipment and S/N (One item per form)

Problem

On-site repair required? (Include Room)

Customer Signature

A 1 month warranty is extended for all servicing performed by the Equipment Repair Centre.

(ERC Use)
Job ID # _____