

24C PRINCES HWY
DOVETON, VIC 3177

Service Call Form

03 9793 1111
INFO@BESTBM.COM.AU
WWW.BESTBM.COM.AU

Complete all required fields (*) on this form for a service request for BESTBM products. Our experienced customer service staff will respond shortly with a service request number and answer to your enquiry. Before requesting for an inspection, this form must be signed and emailed to us at info@bestbm.com.au

RETAILER INFORMATION

DATE: Day Month Year

COMPANY* : _____
SALESPERSON* : _____
BRANCH/LOCATION* : _____
CONTACT NUMBER* : _____

CUSTOMER INFORMATION

FULL NAME* : _____
FULL ADDRESS* : _____
CONTACT NUMBER* : _____
EMAIL : _____

PRODUCT INFORMATION

PRODUCT NAME* : _____
PURCHASE ORDER NO. : _____
PURCHASE DATE* : _____
PRODUCT CODE* : _____
INVOICE NO. : _____
INSTALLATION DATE : _____

INSTALLATION INFORMATION

Has the product been installed by a licenced Plumber?*

YES NO

PLUMBER NAME* : _____
DESCRIPTION OF : _____
ISSUE/FAULT* : _____
PLUMBER LICENSE NO* : _____

Terms & Conditions of service

The service call fee is **\$150 plus GST** and it will be charged to you WHEN:

- PRODUCT IS FOUND TO BE INCORRECTLY INSTALLED.
- PRODUCT IS DAMAGED DURING INSTALLATION STAGE.
- NOT INSTALLED ACCORDING TO INSTRUCTIONS.
- NOT BEING A FAULT IN MANUFACTURE.
- THERE IS NOTHING WRONG IS WITH THE PRODUCT.
- THE PRODUCT IS NOT A BEST BM PRODUCT.

The service call fee for removal and refit of any Toilet Suite which has not been installed by a licenced plumber and/or installed incorrectly is **\$250 plus GST**.

I/We*, _____, fully understand the terms and conditions, associated with this service

Signature* : _____