



CENTURY AUDIO VISUAL LTD

INTEGRATED AV TECHNOLOGY

1773 Mattawa Ave.
Mississauga, Ontario L4X 1K5

SALES • INSTALLATION • RENTALS • STAGING

Ph: (905) 275-6010 Fx: (905) 275-6004

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www.centuryav.com

SERVICE FORM

PLEASE FILL OUT THIS FORM AND INCLUDE IT WITH YOUR UNIT COMING IN FOR REPAIR
(Copy this form for each piece of equipment and for one on file)

Century Audio Visual will repair all equipment up to \$250. If the cost of the repair exceeds such amount only then will the client be contacted with an estimate. Initial here _____

Your Company Name: _____ E-mail address: _____

Shipping Address (once repaired): _____

City: _____ Postal Code: _____

Phone Number: (____) _____ Fax Number: (____) _____

Your Name/Contact Person: _____ / _____

Please explain the problem with your unit(s): _____

Unit Make: _____ Unit Model Number: _____

Unit Serial Number: _____

Warranty: NO: YES:

Shipping: Upon completion of your repaired unit, we ship the unit back to you by PUROLATOR or LOCAL COURIER (Is billable to warranty and non-warranty). If you wish to elect express shipping, please provide the following:

Your Shipping Carrier: _____ Your Account Number: _____

Our Rates (1 Hour Minimum):

\$85.00 Estimate Fee, Refused Estimates, Non Repairable, No Problem Found (NPF)

\$85.00 per hour LCD Projectors, Monitors, Speakers, Microphones, Amplifiers, Mixers & Switchers, etc...

\$100.00 per hour – Crestron Control Systems, Touch Panels, Custom Programming adjustments...

\$165.00 per hour Emergency Repair Service (does not include parts)

Out of warranty outside manufacturer service support available at \$85.00 an hour plus additional manufacturer service rate at quoted cost billed through CAV.

We offer Emergency Rate Service (\$165.00 per hr): If Emergency Rates are elected; we process your repair in the quickest manner possible. The labor rate for emergency is not covered by your manufacturers warranty although the parts may be covered. (SEE RATES ABOVE)

*Please check YES if you wish to elect Emergency Rate Service NO: YES: if yes, initial here _____

***I agree that any equipment that has not been picked up within 30 days of completion/estimate of service becomes property of Century Audio Visual Ltd.**

SIGN: _____ **DATE:** _____

UPON COMPLETION OF THIS FORM, PLACE IN YOUR BOX AND SHIP YOUR UNIT TO THE ADDRESS ON NEXT PAGE.

Ship To:

Return Address:

**CENTURY AUDIO VISUAL
ATTN: SERVICE DEPT
1773 MATTAWA AVE, MISSISSAUGA
ONTARIO, CANADA
L4X 1K5**

If you are not dropping it off yourself please follow the below instructions.

****** Important Packaging Information ******

Please remember your unit is very fragile and not all carriers are gentle with your equipment.

Things to be done before you ship your unit for service

- *Make sure service order form is filled out completely and includes form with unit.*
- *If the unit is under warranty please send original invoice.*
- *Remove any mounting brackets before packing unit (If data/video projector).*
- *Ensure unit is sealed with a plastic cover (bag)*
- *Make sure unit is very well packed **at least 3 inches** of packing material around the entire unit between the unit and the box and on all four sides to include top and bottom.*
- *Recommended packing material would be bubble wrap or foam packing material. If you are considering using peanuts for packing material make sure unit is wrapped in bubble wrap before adding peanuts.*
- ***DO NOT use rags, shredded paper, and newspaper or paper products of any kind as packing material.***
- *If you are unsure of how to properly pack your unit or do not have proper packing materials to package your unit you may want to take your unit to a company who offers packaging services.*

Upon returning your repaired equipment, if we do not feel that the unit has sufficient packaging, we will automatically provide proper packaging materials for an additional \$10.00. This will reduce the chances of shipping damages.

Thank You.