



BIO-STRATEGY LTD SERVICE REQUEST FORM



REQUIRED INFORMATION (Complete all information in this section)			
Customer:		Date:	
Delivery Address:			
Postal Address:			
Contact Name:		E-mail:	
Phone:		Mobile:	
Order Number:		Internal Reference:	

CREDIT CARD DETAILS (If paying by credit card please provide details here)			
Card Type:	Number:	Expiry:	CCV:
Name:		Phone:	

INSTRUMENT DETAILS (If there is more than one, please list on a separate form)			
Make:	Model:	Serial #	
Accessories:		Date Purchased:	
Description of fault:			

Please tick one: Customer drop-off Sending via courier For on-site service please call 0800 34 24 66

DECONTAMINATION	
All equipment must be decontaminated before delivery to Bio-Strategy.	
NB: Acceptable forms of decontamination include wiping with 70% ethanol or washing with detergent water.	
Has this equipment had contact with any hazardous material? (e.g. Biological, bacterial, virological, chemical or radioactive)	
<input type="checkbox"/> NO	<input type="checkbox"/> YES
Tick the box if equipment has been used with any of the following:	
<input type="checkbox"/> Hazardous chemicals or solvents (incl. toxins, carcinogens)	
<input type="checkbox"/> Radioactive specimens	
<input type="checkbox"/> Biological substances (Please advise PC level if applicable)	
<input type="checkbox"/> Other hazardous substances (i.e. explosives)	

Details of contamination:

Customer Comments:

DECLARATION (Please read and sign)		
I hereby declare the information supplied on this form is complete, accurate and the goods sent to Bio-Strategy are free from any dangerous substances.		
Name of person authorised to make the declaration:		
Job Title:	Signature:	Date:

CONDITIONS OF REPAIR
1. Customer must have account in good standing
2. Repairs cannot commence without an order number
3. An assessment fee applies to this instrument repair

Please include this form with goods and send to:
Bio-Strategy Ltd, 1/33 Westpoint Drive, Hobsonville 0618, Auckland – Attention: Service Department

If you have any questions please contact us – 0800 34 24 66 or email: service.nz@bio-strategy.com