

Service Call Request Form

Trading hours

Monday to Thursday: 08:00 - 17:00
Friday: 08:00 - 15:00
Any work done outside of these hours will be charged at overtime rates.

Fees structure per technician

Call Out fee (breakdown)	R 550.00
Hourly rate:	R 550.00 p/h (1 hour min)
Overtime (Saturdays):	R 800.00 p/h (1 hour min)
Sundays and Public Holidays:	R 1200.00 p/h (1 hour min)
Specialized services:	R 1200.00 p/h (1 hour min, Trading Hours)

Please note rates are charged from the time the technician leaves the workshop until he returns.

Transport fees

All transport, flights and accommodation required will be the responsibility of the customer prior to technician's departure, unless previously arranged. Any job that requires MachMan technician to stay outside of Cape Town the client will be responsible out of town fees. Out of town fees are billed at R300 per day per Technician

Spare Parts

All spare parts are the customer's responsibility unless previously arranged.

Payment Terms

COD via EFT or Cash.

Liabilities

MachMan shall not be held responsible for any claims of damage to property, loss of production or injury to persons arising from the installation, maintenance, use or operation of machinery

Company information:

Company Name: _____ Order Number: _____

Contact Person: _____ Position: _____

Signature: _____

Date: ____/____/20__

The signature on this form binds the client to the above terms of agreement.