



Service Agreement Authorization Form

Date: _____

Estimated Turnaround: _____ Hours/Days

Service Agreement Authorization

Field-type and in-house repairs and/or modifications are made by qualified Anaheim Automation personnel, by the request of the customer. Service is limited to trouble-shooting and/or repairing or replacing any product or material found to be defective or damaged, or in need of modification. Services are provided per our published service rates (see backside).

Due to the fact that Anaheim Automation does not wholly manufacture a customer's machine or process, this agreement does not guarantee in any way that the services rendered will fix or repair problems or failures that a customer may experience. It is agreed that the services, travel time, and parts will be paid for by the specified terms, regardless of the outcome of the service performed.

Type of Service Requested: _____

Rate: \$ _____ per hour/day

Note: The customer will be billed for all travel expenses, crating, shipping, insurance associated with the service(s) required. The customer will be charged for all replacement parts not covered under the warranty, and for all parts that are found to have been damaged due to abuse, misuse, neglect, or shipping.

Service Requested By:

Company:	P.O. #
Address:	Phone:
City/State/Zip:	Fax:
Email:	Contact:
Bill To: (If different)	
Method of Payment: ___ COD, Company Check or ___ MasterCard, VISA, Discover or American Express	Authorized By: Please Print Name
Credit Card# _____ Exp. Date: _____	
Briefly describe machine, process or project requiring service:	

By signing below I acknowledge that I have read and agree to the terms set forth in this Service Agreement Authorization, and hereby authorize this service. It is agreed that the aforementioned company will pay for the services requested, including the applicable service rate, travel expenses, parts, materials, crating, shipping and handling, insurance, and all other expenses incurred while performing this requested service, regardless to the outcome.

Service Requested By: _____ Title: _____

910 East Orangefair Lane, Anaheim, CA 92801 USA

www.anaheimautomation.com

714-992-6990 714-992-0471, Fax



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Service Rates - Effective July 2014

In-House <i>Non-Warranty</i> Service Rates:	Engineering	\$ 100.00 / hour
	Programming	\$ 100.00 / hour
	Technician	\$ 90.00 / hour
	Design Layout	\$ 80.00 / hour
	Machining	\$ 90.00 / hour

Outside <i>Non-Warranty</i> Service Rates:	Engineering	\$ 125.00/ hour
	Programming	\$ 100.00/ hour
	Technician	\$ 90.00/ hour

Travel Time: \$ 90.00 per hour, plus all travel expenses.

Notes: Service rates apply to each person involved in the requested service. Travel expenses include transportation, airfare, lodging, and meals. Rates and travel expenses do *not* include replacement parts, or materials.

TERMS AND CONDITIONS: A Service Agreement Authorization form must be completed, dated and signed by authorized personnel, and payment terms established and accepted by Anaheim Automation, Inc., *prior* to performing the requested service. A Purchase Order number must accompany the customer's request for service. This "estimation" of service required is based on information provided by the customer. Should there be a change to this estimate, Anaheim Automation, Inc. will contact the customer for approval for any additional costs that are incurred. Contact the Sales Department for details.

Upon Completion of this form, FAX to 714-992-0471, Attn: Customer Service

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