

MYHOMEWARE Service Call Agreement

Job Reference No.: _____

Job Site Address: _____

Contact Details: _____

Please kindly note that **service charge** may be involved in your situation. Please carefully read and sign terms and conditions below. Myhomeware will arrange service within 2 business days from the date this form been signed and received. Thank you.

- (a) **Service Call Charge** for attending your premises or somewhere else. You pay this charge for each person reasonably required to attend to your service. We may charge you a Service Call Charge if you request our attendance to investigate a fault unless the Incorrect Callout Charge applies.
- (b) **An Incorrect Callout Charge** for attending your premise or somewhere else for a fault condition which is found not to be in MYHOMEWARE but in your improper installation and/or maintenance. We will tell you about this charge at the time you ask us to attend your premise. If you are unsure whether the fault is in MYHOMEWARE, please describe the problem to us when you report the fault and we will make a reasonable attempt to advise you whether the fault is MYHOMEWARE.
- (c) **Labour Charge:** This charge may be applied to travel time and waiting time due to delays caused by you. This charge is applied for each 15-minute block or part thereof, for each person engaged to do the service for you.
- (d) **Materials/Other Charge:** This charge may be applied to all items to support the repair or installation of a MYHOMEWARE product, and/or consultancy service not covered by our existing support and maintenance obligations.

Declaration

I confirm that I have read, understand and agree to the above terms and conditions.

Customer's printed name:

Customer's signature:

Date of signature: