

# SERVICE ENGINEER REQUEST FORM

**YOUR COMPANY NAME:** \_\_\_\_\_

Product type: PVC/Aluminium/Vertical Slider

Our order number:

Your order ref:

Delivery date:

Please complete and email to [service@garrardwindows.co.uk](mailto:service@garrardwindows.co.uk) or fax 01296 668450

Details of service work required: (where possible, please also attach photographs)

Name, Address and contact details for your customer:

What action has been taken by you to date?

If known please detail what parts are required?

**Important notice:** Our service engineer is employed by Garrard to rectify problems from manufacturing or product defects. **It is not a service we provide to rectify fitting problems, refit broken sealed units etc. We are having more and more instances where the job has not even been looked at before requesting a service call.** This is extending the booking time for real service issues. By signing this request for a service engineer appointment, you are also signing to say that you agree that should the engineer find that the fault is yours and not genuinely requiring a service call, we will charge you for the service engineer's time (£300 per day & vat) and travelling expenses.

Signed: \_\_\_\_\_

Print name \_\_\_\_\_ Date \_\_\_\_\_