

Service Request Form

Company Name: _____

Main Phone #: _____

Contact Name: _____

Contact Phone #: _____

E-mail Address: _____

PO # (if applicable): _____

YOUR BILLING ADDRESS:**YOUR SHIPPING ADDRESS:**

Name: _____

Name: _____

Address: _____

Address: _____

City/State/Zip: _____

City/State/Zip: _____

AP/Billing Email Address: _____

Required to email invoice

Tax ID EIN/VAT/EORI _____

EIN for US customers only, VAT/EORI for European countries only, otherwise leave blank

Return Ship Method/Collect Account #: _____

We will charge for FedEx Ground if this is blank

Please note each unit sent in for service is subject to an evaluation fee equivalent to one hour of labor.

ITEM	SERIAL NUMBER	DESCRIPTION OF PROBLEM

Please ship equipment with this form completed to the following address:

SENSORS & SOFTWARE INC.
ATTN: REPAIRS DEPT
1040 STACEY COURT, L4W 2X8
MISSISSAUGA, ON Canada

Shipping from outside Canada, details required for custom clearance

HS Tariff Code: 9015.808040

Country of Origin: Canada

C/O FedEx Trade Network

Description of goods: Geophysical equipment sent to manufacturer for repair

For repair terms and conditions, please visit <https://www.sensoft.ca/support/parts-and-services/>

**FORM MUST BE COMPLETED ENTIRELY - EACH UNIT SENT WITHOUT THE COMPLETED FORM
WILL BE SUBJECT TO AN ADDITIONAL SERVICE FEE EQUIVARIANT TO ONE HOUR OF LABOR.**

Customer must provide Sensors & Software Inc. with accurate and complete contact information, including a delivery address, when sending customer-owned products to Sensors & Software Inc. Customer shall inform Sensors & Software Inc. of any changes to contact information when changes occur. If customer fails to provide return authorization, a valid delivery address, or payment for services or shipping, within sixty (60) days of such failure, Sensors & Software Inc. will notify customer that it considers the product to be abandoned. Sensors & Software Inc. will provide notice using the contact information customer furnished when customer authorized service or last updated its contact information with Sensors & Software Inc. In the event that customer product is abandoned, Sensors & Software Inc. may dispose of customer product, and may sell at its discretion, customer product at a private or public sale to pay for any outstanding service performed and storage costs.

By sending equipment to our facility for evaluation, Customer agrees to Sensors & Software Inc. standard terms and conditions and service evaluation fees. A copy is available upon request.