



# PENCRAFT SERVICE CENTRE

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**Pencraft Service Centre**

**REPAIR NUMBER** \_\_\_\_\_

**Customer Name** \_\_\_\_\_

**Work Number** \_\_\_\_\_

**Mobile Number** \_\_\_\_\_

**Email** \_\_\_\_\_

**Street** \_\_\_\_\_

**City** \_\_\_\_\_

**State** \_\_\_\_\_

**Post Code** \_\_\_\_\_

## **Terms and agreement**

### **Cost of Repair**

A minimal cost of \$15.00 for shipping and handling will apply to all repairs even if customer decides not to proceed with repair.

If estimated quote is under the actual cost of repair, customer is required to pay total amount and not the pre estimated quote.

If the repair is under warranty and has been purchased from Pencraft, postage will be covered by Pencraft, however this excludes excess cost of insurance.

### **Shipment/Postage**

All repairs will be sent via Aus Post (Expressed post bag) with no insurance unless requested and pre paid by customer.

Pencraft cannot control damage or loss that may occur during shipping, so if pen is lost due to Australia Post or a third party, Pencraft will not be responsible for replacement and customer will be required to pay any cost incurred by Pencraft.

If customer does not agree with the shipping arrangement then alternative transport can be agreed on by Pencraft and customer.

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### **Collection**

Pencraft will not store your pen any longer than one year, Pencraft will make all efforts to contact you within this time, if pen has not been collected within this period of time Pencraft will dispose of your pen appropriately to recover any costs that may of occurred by Pencraft.

### **Customer Signature**

I (please print name) \_\_\_\_\_ agree and accept the terms of this document.

Signature \_\_\_\_\_

Date \_\_\_\_\_