



**Please address repairs to:**  
 Sound Business Systems Ltd  
 Attn: Service Dept  
 Unit 3, 62 Paul Matthews Road  
 Rosedale  
 Auckland 0632

**For all service enquiries:**  
 Jenny Rogers  
 Direct Dial 477 2931  
 Direct Fax 375 9391  
 Email [repairs@soundbusiness.co.nz](mailto:repairs@soundbusiness.co.nz)

## Service Order

<b>From (Company Name):</b>	
<b>Order Number:</b>	<b>Date:</b> /    /
<b>Contact person:</b>	<b>Phone:</b>
<b>Email:</b>	<b>Fax:</b>
<b>Return address for repairs:</b>	

Brand	Model	Serial No.	Accessories
<b>Detailed Fault Description:</b>			
Warranty Repair?	Y/N	Purchase Date: (Warranty Only)	

<b>Standard Service Charges For All Repairs Excluding Main Board Faults</b> (ex GST & Freight)	<b>Price</b>
Analogue Portables	\$95
Analogue Desktops	\$125
Analogue Peripherals (foot control, microphone, power supply)	\$55
Analogue Court Recorders/Transcribers	\$295
Digital Portables	\$125
Digital Peripherals (docking stand, power supply, microphone, foot control)	\$55
Main Board Replacement (where required) **	\$139

### Terms & conditions under which we accept this repair:

- ◆ All transactions shall be in accordance with SBS standard terms and conditions, a copy of which is available on request.
- ◆ On receipt of unit, the fault will be verified, unit disassembled, repaired, reassembled, tested and returned.
- ◆ Where an intermittent fault is indicated the unit will be soak tested for 24 hours, disassembled and checked, if no fault is exhibited, the unit will be returned as repaired.
- ◆ We will repair faults as reported, or found during testing, which have occurred during normal usage of the machine. This includes electronic and mechanical componentry.
- ◆ Replacement of a faulty Main PC Board is not included within the fixed digital pricing structure – where a fault of this nature is indicated an additional sum of \$139 will apply.
- ◆ **Any fault or damage that in our opinion is beyond repair or requires obsolete parts is not covered.** Consumables and accessories such as tapes, memory cards, batteries and headsets are not included. Where necessary we will quote separately for replacement.
- ◆ It is the responsibility of the client to give a full and accurate description of the fault, for our technicians to base their diagnosis on; SBS does not accept responsibility for faults not reported.
- ◆ SBS warranties work done and parts fitted for 3 months from the date of completion. To the extent permissible by NZ law, SBS liability is limited to the replacement of parts fitted or work done.
- ◆ SBS agree to take reasonable care of the client's property and act in a professional and responsible manner in relation to how it is repaired, handled, stored and shipped.
- ◆ Uncollected or incomplete repairs – We will attempt to contact you 3 times, if we do not receive a reply, we will presume you wish us to discard the item without further communication