

| Date of Request   | Invoice No | Your Reference/Order No: |
|---|------------|--------------------------|
|   |            |                          |
| HiTech Customer Name  |            |                          |
| Address   |            |                          |
|   | Postcode   |                          |
| Site Contact  |            |                          |
| Contact Telephone No:   |            |                          |
| Site Address  |            |                          |
|   | Postcode   |                          |
| Reason for service visit (give as much detail as possible, what is the issue, size and colour, etc..)   |            |                          |
|   |            |                          |
| <b>Terms and Conditions for Service Visits</b>  |            |                          |
| <ol style="list-style-type: none"> <li>HiTech Blinds will review the information HiTech's Customer has sent, in the first instance HiTech blinds will try to deal with the issue over the phone.</li> <li>If it is deemed that a Service Visit is required, Hitech Binds will contact their Customer (not the end user) and provisionally arrange a date and time for service visit, it is the responsibility of HiTech's Customer to arrange the visit with the end user and confirm this with HiTech Blinds.</li> <li>HiTech Blinds will inform their Customer if they require a representative from them to be at the service visit.</li> <li>At this <b>stage a Pro-forma <sup>1</sup>/Invoice will be raised for £250 <sup>2</sup></b>. All service visits are subject to this charge.</li> <li>Where possible, our Service Engineer will try to resolve the issue during the visit.</li> <li>Where 5 above is not possible the Service Engineer will report to Hitech Blinds what steps need to be taken to resolve the issue. HiTech Blinds will then report back to their customer.</li> </ol> <p><sup>1</sup>Pro-Forma Customers will need to pay this prior to Service Visit.<br/> <sup>2</sup>If, after the visit, it is deemed that the issue was due to the manufacturing process this fee will be credited to HiTech's Customers account.</p> |            |                          |
| Return the completed form to the HiTech Blinds <a href="mailto:info@hitechblinds.co.uk">info@hitechblinds.co.uk</a>   |            |                          |