

# Repair Request Form

Version 1.1



At Zax Amusements, our service team and workshop facilities are first class. We are well placed to care for all your amusement equipment carrying out preventative maintenance, refurbishment, repairs and testing as required.

To access these services and quickly attend to your machine, we follow these simple steps:

1. Complete this Repair Request Form, and email to [service@zax.com.au](mailto:service@zax.com.au) with photos of your repair item(s).
2. Once you have received confirmation that Zax can accept the repair, please arrange payment of the advised Assessment Charge, and send your item(s) to us with a hardcopy print of the completed Repair Request Form.
3. Note that generally speaking, each “repair item” is booked in as a separate repair job. For more details see below.
4. After the items are received, booked in, and assessed, we will advise an estimated repair completion cost. If you agree to the works, we will complete the repair, and after the invoice is paid, return the item to you.

Name & Sign of Authorised Representative <i>(Responsible for the payment of the works)</i>		Phone:	
Customer Business Name		↑Signature	Phone:
Return Address			
Billing Address			
When returning repair, please list any other items you want to be shipped with.		Freight Requirements: <i>(Invoiced to Customer)</i>	<input type="checkbox"/> Standard <input type="checkbox"/> Express
Do you require an advance replacement?	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Machine / Item description			
Machine Serial Number <i>(Not the part for repair, unless it IS the machine)</i>		Was item purchased from Zax?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is this job a Warranty Repair? <i>(Subject to confirmation by Zax Amusements. Freight is not included in warranty services)</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	If warranty, purchase date.	
Description of the issue <i>(Include as much detail as possible)</i>			

## Assessment Charge – up to \$120 +GST per Repair Item

There is an assessment charge payable for each repair item before any works can be undertaken.

A “repair item” is generally considered to be a single main PCB or main kit component(s) of an individual machine or system. Dependent on the quantity and complexity of each repair item, it will determine how much of the \$120 +GST assessment charge is payable per unit. This amount will be advised when confirming that we can accept the repair, along with the job number. After you have received our confirmation, please include a hard copy of this document with your repair(s) shipment, and email us the tracking number for your parcel(s).

As an example, a 4-layer PCB stack from a Daytona machine even though it is multiple PCBs stacked, would still be considered a **single** repair item, whereas two 4-layer PCB stacks from a Daytona twin machine would be considered **two separate** repair items.

In another example, a Street Fighter 4 PC with separate looming, and separate I/O board whilst being physically separate parts, would still be considered a **single** repair item. Zax Amusements takes a fair and ‘common sense’ approach as to what constitutes an individual repair item when booking jobs into our system. As previously mentioned Zax will advise of how your repairs will be booked into the system when advising acceptance of the repair, and the amount of the assessment charge to be paid for each one.

Note that this charge will be offset against any costs incurred in the processing of the item’s repair request at final invoicing. If you are not an account customer, we will contact the listed Authorised Representative to obtain payment prior to starting work. (Please note fees for credit cards apply).