



Repair Agreement

Date _____
One Machine Per Form

Customer/Contact Name _____

Account # _____ Terms _____

Phone, Fax or Email _____

Security Deposit/Credit Card (if not a billable account) _____

Name on Card _____ Expiration/SEC# _____

Manufacturer _____ Model Name/# _____

Serial Number _____ Hour Meter Reading _____

Brief Explanation of Problem/Defect: _____

Parts Needed/Used:

Qty	Part #	Description	Price	Total

Standard Charges:

REPAIR	Per Hour Work on Vacuums	\$50.00	
REPAIR	Per Hour Work on all other machines	\$65.00	
SERVICECALL	Travel Time for On Site Service Call Call includes 1 hr labor within 20 mile radius of Colkers	\$80.00	
TRAVEL	Travel Mileage for On Site Service Call	\$0.55	
CLEANING	Per Hour to Clean for Diagnostics or Repair	\$60.00	
DIAGNOSTICS	Per Hour Diagnostic Charge. Due if no repairs approved	\$30.00	\$30.00
SHOPSUPPLY	Shop supplies Used. Due if Repaired or Not Approved.	\$7.00	\$7.00

Estimate Total \$ _____

Please Email or Fax Estimate to: _____

See Reverse Side for Repair Policy and Agreement Acceptance

Terms and Conditions: Customer agrees to pay for charges on repairs to equipment listed above. If any additional charges apply due to an unforeseen issue with the repair the Customer will be notified immediately before work is completed. At that time, a new estimate will be given to the Customer with all charges listed for the Customer's approval or denial. The Customer agrees to pay in full for the repairs at time of pick up unless Customer has an account in good standing with Colker Company. Customer is advised to request a photocopy of this signed agreement.

Disclaimer: Any equipment, repaired or not, that is left on the property of L.M. Colker Company, Inc. will be deemed abandoned after 90 days of completed work or denial of work. Colker Company will assume possession of the equipment and resell it to satisfy the debt.

Quote # _____ Initials _____ Warranty: Yes or No _____ Approved or Denied _____

L.M. Colker Company, Inc. * 2618 Penn Avenue * Pittsburgh PA 15222
412-391-1955 * Fax 412-391-1963 * www.colkerjanitorial.com

REPAIR POLICY

Please Initial:

• No Guarantee of Warranty Coverage will be made until Machine has been inspected and approved by the manufacturer. _____

• Until the Manufacturer has approved Warranty, the Customer is responsible for all repairs which may include an on-site service call and diagnostic. _____

• All repairs will be treated as a pickup and repaired at our location unless arrangements are made with the Repair Department directly. The Department will set the date and time to make the service call. Repair Department phone 412-391-1955 x131. _____

• If under warranty, labor rate is dictated by the Manufacturer. If not covered under warranty a flat diagnostic fee of \$80.00 plus Colker's hourly labor rate will be charged. Customer is responsible for all charges not covered under the Manufacturer's Warranty. _____

• After a Warranty Claim is Approved or Denied by the Manufacturer the Customer will receive a Revised Invoice or Credit or Phone Call or Mailed a copy of the Denial Letter. _____

• All parts will be charged at current prices. Freight and/or small order fees will be added to the Customer's Invoice, unless arrangements have been previously made with an Employee of Colker Company and outlined in the signed Repair Agreement. _____

• All Quotes, Estimates, Repair Agreements must be signed by the Customer before any parts are ordered and any work is preformed. _____

• If any additional charges apply due to an unforeseen issue with the repair the Customer will be notified immediately before work is completed. At that time, a new estimate will be given to the Customer with all charges listed for the Customer's approval or denial. _____

• All equipment must be paid for with a credit card unless the customer has an account in good standing. _____

• Customer has 90 days after repairs are completed to pick up their equipment. If the machine is not picked up within this time frame the machine becomes property of L.M. Colker Company, Inc. _____

• The Customer is advised to request a photocopy of the Signed Repair Agreement.

I, _____, approve this estimate and agree to the terms and policies on behalf of the Customer list on front page. ***By signing the agreement, the Customer understands and accepts all terms, conditions and policies outlined on this agreement between L.M. Colker Company, Inc. and the Customer.***

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