

Site Visit Request Form

Unit 2, Mill House, Hookstone Avenue,
Harrogate, North Yorkshire HG2 8ER
TEL: 0845 504 0435
FAX: 01423 541 021
enquiries@aqualusso.co.uk
www.aqualusso.co.uk

If you wish to arrange an engineer to inspect your shower, please fill in the following form and return to us as soon as possible.
Once we have processed your Site Visit Request, we will contact you to arrange a convenient date for an engineer to visit.

REASON/S FOR REQUESTING A SITE VISIT: _____

NAME: _____	TELEPHONE/MOBILE: _____
ADDRESS: _____	INVOICE NUMBER: _____
_____	DATE OF PURCHASE: _____
_____	MODEL NAME: _____
_____	PURCHASE FROM: _____

NAME: _____	CARD NUMBER: _____
REGISTERED CARD ADDRESS: _____	EXP DATE: _____
_____	START DATE: _____
_____	TYPE OF CARD: _____

Upon receipt of your completed form we will contact you by telephone to get the three digit code on the back of your Card.

Your credit/debit card will be charged £110 prior to an engineer arriving to inspect your shower. Once the engineer has completed the site visit, if it is deemed that the fault is as a result of product failure and so covered by the Warranty, then the part/s will be replaced under the Warranty and your card will be refunded the full amount.

If the engineers report indicates the fault is as a result of misuse, negligence, incorrect installation or otherwise not within the terms of the Warranty, then the call out charge will not be refunded and any work to be carried out will be chargeable at a rate of £50/per hour, plus the cost for any parts required.

The engineer will calculate the total cost to repair your shower, including any parts and inform you of this for your approval before commencing any repair. If the engineer is not given confirmation to proceed with the repair whilst he is performing the Site Visit and has to return, there will be an additional call out charge levied. You have the right to refuse the cost given by the engineer and seek alternative prices.

If you need to cancel the arranged visit, this must be done no less than 24 hours before the visit is due to take place (excluding weekends and Bank Holidays). Where the notification is less than 24 hours from the booked visit, a further charge of £75 will be made to your card before the rescheduled visit can be booked.

The cost and timescale to perform the work not covered by the Warranty will be calculated ahead of the engineer commencing work and you have a right to accept or refuse any work necessary.

By signing below you are agreeing to the Terms of the Site Visit as detailed above and giving us permission to charge your Card £110.

SIGNED: _____ PRINT NAME: _____ DATE: _____