

EQUIPMENT SERVICE REQUEST FORM

DEAL ID:

We are unable to initiate a service call without a **PHYSICAL PURCHASE ORDER COPY**. For assistance, please call **888-507-9728**. By signing below, you authorize **BESTPACK/BPX Solutions** to perform services and agree to pay the minimum fee. Furthermore, you understand that there may be additional fees for parts, materials, travel, and/or service hours, which will be included on the invoice.

Complete ENTIRE FORM and EMAIL to TECHNICALSUPPORT@BESTPACK.COM

MACHINE DETAILS:

Service Type: Troubleshooting/Repair Preventive Maintenance

Machine Model: Machine Serial Number:

Problem Description: *(Please be specific)*

BILL TO ADDRESS:

Purchase Order Number: Company:

Contact Person: Direct Line:

Email:

Address:

City: State: Zip Code:

SERVICE DETAIL:

Facility Name:

Contact Person: Direct Line:

Email:

Address:

City: State: Zip Code:

Operation Hours:

STANDARD SERVICE RATES

SERVICE:		RATE:
Local Service:	Our technician travels to your facility (includes 1 hour travel, port-to-port, and 1 hour service) • Additional travel will be billed @ \$150/hr and service \$200/hr	\$350 minimum
In-House Service:	Your equipment is sent to our facility for service.	\$100 per hour

OUR OF AREA SERVICE:		
1 Day Service		\$3,700 up to \$4,100
2 Day Service	Our technician travels to your facility (includes airfare, car rental, hotel, parking, per diem)	\$7,100 up to \$7,600
3 Day Service		\$10,000 up to \$10,500

EMERGENCY SERVICE:		
1 Day Service		\$5,000
2 Day Service	Our technician travels to your facility (includes airfare, car rental, hotel, parking, per diem)	\$9,000
3 Day Service		\$13,050

Signature of Financially Responsible Party: Date:

TERMS AND CONDITIONS

- **Billing:** We will invoice based on actual travel costs and time spent onsite. For an estimate, request a service quotation.
 - **Cancellation and Rescheduling:** We require a minimum of 24 hour's notice for any cancellation or rescheduling. Please be advised that the service will not be available on holidays.
 - **Service Locations:** Services within a 150-mile radius of Ontario, CA, are categorized as local services. Any service beyond this distance will be considered an out-of-area service.
 - **Standard and Emergency Service:**
 - Standard Service: Requested service dates that fall more than 3 business days from the receipt date of a purchase order.
 - Emergency Service: Requested service dates within 3 business days from the receipt date of a purchase order.
 - **Rate Applicability:** Any service scheduled via Bestpack/BPX will adhere to the mentioned service rates, encompassing both Bestpack/BPX-provided services and third-party services.
- These terms and conditions clarify our policies regarding cancellations, service locations, service timelines, and service rates when scheduled through BestPack/BPX.