

# Request for **LECO** Service

EXCELLENCE THROUGH CUSTOMER SATISFACTION

Instrument Model:

Serial No.:

Date:

I would describe the problem as:

I have discussed this issue with (LECO Engineer):

Company Name:

Contact Person:

Contact No.:

Does the engineer require specific Inductions/Certifications to attend your site:      Yes      No

If Yes, please provide details of what is required:

Our covering Order Number is:

OR

Payment by Credit Card (Visa, Mastercard or AMEX):      Yes      No

I will call LECO with my credit card details.

Please contact me for my credit card details.

**Please note that this form must be provided before LECO will proceed with arranging your service visit. If you are unable to provide an Order Number or Credit Card Details, this form must be signed off by a Manager authorised to approve the work performed for Invoicing.**

Authorising Manager:

Date:

*After the Service, your LECO engineer will issue an itemised Service Report detailing work performed, parts used, labour and travel time. A report costings will be emailed to you within 2-3 working days for approval. Once approved an invoice showing your order number will then be emailed to your accounts department and full payment is required within 30 days.*

**To book your service call, please complete this request form and email it to [australian\\_service@leco.com](mailto:australian_service@leco.com)**

**Office Use Only:**

Received By: .....

Date:...../...../.....

Allocated Engineer: .....

Date of Service:...../...../.....

Customer MDB # .....

Job No.: .....

Completion Date:...../...../.....

Invoice No.: .....