

TWILIGHT ZONE

TIME & MATERIALS ONSITE REQUEST FORM

URGENT

I would like to log a fault call with Twilight Zone Engineering. As a Time & Materials client I understand that my request will be serviced on a first come first served basis. I understand that there are six levels of "time & materials" service and I am agreeing to pay for the level of service next to the charge rates that are ticked, as this is most suitable to our requirement. I also understand that the rate that I have selected is only accepted by Twilight Zone Engineering if engineering resources are available at the time of booking, if resources are unavailable I will automatically be moved into the next category and the appropriate fees will be charged.

Please sign against the option that best suits your engineering requirement:

Same day service (within 8 working hours)	Level 1 - £ 295.00* & £75/hr	<input type="checkbox"/>
Next day service (within 16 working hours)	Level 2 - £ 175.00* & £75/hr	<input type="checkbox"/>
Basic T&M service (in excess of 16 working hours)	Level 3 - £ 95.00* & £62.50/hr	<input type="checkbox"/>
Telephone or online Web Support - Engineering/hour (min £ 62.50)	Level 4 - £ 62.50/hr	<input type="checkbox"/>
Fixed price works - Half day (less than 3 hours on site + 1 hr travelling time)	Level 5 - £ 325.00	<input type="checkbox"/>
Fixed price works - Full day (more than 3 hours on site + 1 hr travelling time)	Level 6 - £ 495.00	<input type="checkbox"/>

* Callout rate includes first hour, less any travel time

Contract clients discount scheme - any chargeable works that are pre-booked with at least 16 hours notice will have no call out charge levied and will have an engineering rate of £62.50 per hour.

All engineering works are carried out subject to our standard terms and conditions. Payment must be made upon completion of the works that has been logged or upon pre-agreed terms (companies only) sanctioned by the Twilight Zone Engineering accounts department. Title on all goods remains with Twilight Zone Engineering until the goods have been paid for in full, any goods not paid for as per our terms and conditions will be removed without notice and authority is duly given to enter the premises where goods are held without further notice. Please note when any goods that are left for a period of in excess of six months the company reserves the right to dispose of said goods to recoup any and all monies that are outstanding, any and all fees involved in disposing of these goods will be added to the outstanding sum on the clients account. Any and all goods may be disposed of at the companies sole discretion after this period. All data is the sole responsibility of the client and Twilight Zone Engineering accepts no responsibility whatsoever for any loss of data, loss of earnings or delayed/missed deadlines due to these works.

Company Name / Position /

Authorised Signature Date

Service Level chosen Hourly Rate chosen

Address

Email address

Model/Serial No

Fault description

Telephone extn Mobile

Credit Card No. exp/issue.....

Equipment schedule for this service request

1)
S.No.)

2)
S.No.)

Help desk ticket logged with
helpdesk@twilightzone.co.uk

Ticket No.)

A copy of our latest Terms and Conditions are available from our website @ www.twilightzone.co.uk E+OE both within this publication and on all information and materials or mediums supplied by Twilight Zone Engineering, TZE's staff, contractors or sub-contractors. Terms and Conditions can be requested in writing.

PLEASE NOTE THAT OUR CONTRACTUAL ENGINEERING WORKS WILL SUPERSEDE ANY AND ALL T&M WORKS. ALL TIMINGS GIVEN ARE PURELY FOR GUIDE PURPOSES.

Tel: 01923 801812

Fax: 01923 801813

FAX NO:

PLEASE PASS THIS ON TO:

URGENT