

HSK (Customer Support)

Unit 13A Sapperton Park, Sapperton Lane, Church Broughton, Derbyshire, DE65 5AU

Office : 01283 584996 Fax : 01283 584994 Mob: 07501 223307

E-mail: hskcs@aol.com

www.hsk-showers.com



Conditions of Call Out

You have requested a site visit from HSK with regard to your Shower Enclosure / Product. If the call-out is a result of poor installation then the cost of labour and parts (if damaged) will be passed on to the authorising signatory of this request. (Please note that any consequential dispute to any other parties will have to be taken up by the authorising signatory NOT HSK). 90% of call-outs on shower enclosures can be avoided by simply checking that the tray is level. Any manufacturing defects will be paid for and corrected by HSK. Payment must be made by the authorising signatory in no less than 30 days after the call out has been made. By signing this document indicates you have agreed to the above terms.

The company handling the call-out will be CT Installations Limited, a completely independent fitting and installation company.

Please sign and fax back to 01283 584994.

ALL SECTIONS IN RED/ITALICS MUST BE COMPLETED BEFORE THE CALL OUT PROCESS CAN BE STARTED.

Ref No. -

Date -

Retailer

Customer Details

Name	
Address	
Post Code	
Tel. No.	
Mobile	
<i>Auth By</i>	
<i>Signed</i>	

Name	
Address	
Post Code	
Tel. No.	
Mobile	
<i>Auth By</i>	
<i>Signed</i>	

Product

Reported Problem

Distributor

Instructions Number

Parts Req

Report

Product Fault

Yes

No

If Yes please specify above

Installation Fault

Yes

No

If Yes please specify above

Engineers Name

Date

Outcome Visit OK [Y/N]

Re-Visit [Y/N]

Invoice [Y/N]

Signed:

Print:

Date: