

# HOW TO BOOK A SERVICE



## Submit a Service Request

Complete a Book a Service online request and remember to include a purchase order (PO) for relevant strip and assessment fee

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## Check for Confirmation

An email confirming your request will be sent to you including a link to delivery labels for your equipment service/repair

2



## Deliver Equipment

Label your machine using the provided delivery labels and arrange delivery to Alphaweld Trade Desk

3

## Await Reveal Confirmation

Alphaweld will notify you once your equipment has been received

4



## Equipment Assessed

A qualified technician will strip and assess your machine to identify any reported issues

5

## Review Quotation

A quotation is prepared for you based on the technician's report and recommendations

6

## ? Your Approval

- Once you've given confirmation to proceed, your amended PO and new service order is processed
- Should you wish not to proceed, a strip and assessment fee will be charged and any equipment owing will be returned to you

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## Warranty Approved

If warranty repair is approved by the manufacturer and no further chargeable works are needed, your repair will proceed to the 'Await Repair' stage.

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## Await Repair

Your service is carried out and any additional parts required will be ordered



## Service Complete

You will be notified once your service has been completed and all serviced equipment returned according to your provided instructions

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