



doculam

IDENTIFICATION, SECURITY, SAFETY SOLUTIONS & EVENTS

Dear customer,

Thank you for using the Doculam Service Request form.

Please PRINT a hard copy of this page. Then clearly fill out the below section:

Company Name:
Contact Person:
Product:
Serial Number:

Service requests from Kwazulu-Natal, Eastern Cape, and Western Cape must be either couriered or dropped off at our Head Office Service Centre located at 140 Umbilo Road, Durban, 4001.

Note: A collection service is available for service requests from the Eastern Cape and Western Cape at an additional fee. To request this service, please send an email to repairs@doculam.co.za, and a quotation will be provided.

Service requests from Gauteng and surrounding areas must be couriered or dropped off at our Johannesburg Service Centre situated at Unit 2 Verona Office Park, MacArthur Avenue, Robindale, Randburg, 2194.

All service charges have been adjusted to market-related rates. For updated pricing or any inquiries, please contact Jedane Perumal or Dinah Cele at 087 152 3333 or email

repairs@doculam.co.za

PLEASE INCLUDE THIS PRINTED FORM WITH THE REPAIR PRIOR TO SHIPPING TO OUR SERVICE CENTRE.

Kind regards,

Doculam Technical Team

Tel: 087 152 3333

E-mail: repairs@doculam.co.za

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www.doculam.co.za

National Contact Number: 087 152 3333

National Fax: 031 201 9621

E-Mail: info@doculam.co.za

Website: www.doculam.co.za

Head Office: 140 Umbilo Road, Durban, 4001

P.O. Box 18333, Dalbridge, 4104

doculam (Pty) Ltd. 2005/028847/07 (Est.1979)
Vat Reg No. 4150103267 | Export Code: 420764
Directors: N. Robarts, E. Tranter (Chairman),
S. Stanley (Managing Director)





doculam

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23 January 2023
Revised (24 July 2024)

Dear Customer,

We thank you for your enquiry, please see below the Technical Repair Terms and Conditions;

TERMS & CONDITIONS:

Payment	COD unless 30-day credit facilities have been reapproved
VAT	All prices exclude VAT.
Validity	Prices are subject to exchange rate fluctuations and must be confirmed at time of order.
Assessment Fee	Due to the labour and time involved in providing an accurate quote, an assessment fee of R295 ex VAT for all repair quotes will apply. This charge only applies to rejected repair quotes but falls away if a repair quote is accepted.
Repair Warranty	3 months from date of invoice and is limited to the original fault reported/repaired.
Approvals	Repaired devices will only be returned to you, after you have made payment in full of all applicable charges due to Doculam (Pty) Ltd. If the goods after repair or estimation have not been collected within three months from the date of the notification in writing to the Purchaser, Doculam (Pty) Ltd, reserves the right to sell the goods in order to defray costs incurred. If goods are uneconomical to repair or not resalable Doculam (Pty) Ltd will dispose of the equipment and will endeavour but shall not be obliged to give you notification of such disposal.
Delivery / Collection	To be confirmed at time of order.
Magtouch Service	A minimum Magtouch service fee applies for all Magtouch batons booked in at Doculam Service Centre.
Breathalyzer Calibrations	All Doculam Calibrated Breathalyzers carry a validity period, which is listed on the Calibration Certificate that we issue to clients. Kindly take note that delays in collections of Calibrated Breathalyzers negatively impacts the validity period of the device. Therefore, Calibrated Breathalyzers must be collected timeously, after notifications are given to customers for collection. (i) All breathalyzers are calibrated at the time of assessment only, and not at the time of the invoice. (ii) Furthermore, a Calibration Certificate is created at the time of assessment only, and not at the time of the invoice.
Priority Service Fee Cost	Flat across product range – R150 ex VAT per product booked in. Terms and Conditions apply.

OUR BANK DETAILS ARE AS FOLLOWS:

Name of Account	: doculam (Pty) Ltd
Name of Financial Institution	: Nedbank
Branch Address	: Gale Street, Durban
Branch Code	: 198 765
Account Number	: 138 138 5753
VAT REG. No.	4150103267

Upon acceptance of this quotation, an official order number is required.

Should you require any further information please do not hesitate to contact us.

Kind regards,

doculam Technical Department

www.doculam.co.za

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