



Avid Premiere Reseller

**Digital Media, Inc.**  
GF Criselda 1 Building  
109 Scout de Guia Street  
Diliman, Quezon City  
Philippines 1103  
Tel. (63)2 414-6716 to 19  
Fax (63)2 920-5765

## Service Request Form

Request Number:

Date

Date / Time Started

Date / Time Finished

### Customer Information

Contact Name:

Company Name:

Contact Number:

Company Address:

Fax Number:

### System Information

System Type:

System ID:

Dongle Number:

### Diagnostics

Nature of Problem	Parts Collected	
	Description	Serial Number
Temporary Service Units	Temporary Service Units	
	Description	Serial Number

Work Done	Parts Returned	
	Description	Serial Number



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### **Terms and Agreements for Technical Support**

1. An initial amount of P1500 for diagnosis shall be charged to the client for the first 6 hours/day. An additional cost of P500 shall be charged to the client for the succeeding hours thereafter (maximum of 6 hours/day). Should there be a need for prolonged diagnosis, client shall be charged anew for each succeeding day.
2. Upon completion of the diagnosis and a recommendation has been issued, an additional fee ranging from P1500 – P3500 shall be charged to the client depending on the complexity of the problem being fixed.
3. A cancellation fee of P1500 shall be charged if the client failed to notify DMI of such cancellation prior to the deployment of the DMI representative.
4. Parts under warranty will be replaced for free. Shipping costs (freight costs, duties, taxes) for both incoming replacement/s and the return of the outgoing part/s shall be paid by the customer.
5. To expedite shipping, the customer may opt to provide a shipping account and/ or other special shipping instructions (to be filled out at the bottom part of this document) for faster processing of their replacement part/s.
6. If the customer is unable to provide a shipping account, the customer may opt to ship through DMI and accept the shipping charges (freight costs, duties, taxes) to be billed.
7. In cases of defective parts not covered by warranty, the customer is given a period of ten(10) working days to issue a Purchase Order (PO) for the replacement. This period begins the day after Digital Media, Inc. (DMI) provides a quotation for the defective part.
8. In cases of defective parts still covered by warranty, the customer is given a period of ten(10) working days to confirm/settle the terms of the "Replacement Parts Order (RPO) Shipping Agreement". This period begins the day after DMI issues an RPO Shipping Agreement Form.
9. Any issues/problems the customer have with the terms of the quotation and/or RPO Shipping Agreement described above should immediately be brought to the attention of Digital Media, Inc. for settlement.
10. The client has an option to avail of DMI's Service Loan Unit (if available) within the terms specified by DMI.
11. Failure to specify any of the above options and/or failure to settle overdue billings from any previous replacement will prevent DMI from processing any further diagnosis and/or replacement parts requests.
12. By signing this document, it is understood that the client agrees to the terms and conditions specified by DMI.

DMI Support Representative

(Signature over printed name/Date)

**(Read terms before signing)**

Authorized Customer Representative

(Signature over printed name/Date)