

Your Application Service Provider (ASP/23/2009)

SUPPORT NUMBER

WEB ASP (KL) Tel : 03-7980 1388 / Fax: 03-7980 2388

WEB ASP (Penang) Tel : 04-642 0621 / Fax : 04-611 5620

Service Request Form

1.0 Customer Information

Company Name : _____ Customer ID : _____

Contact Name : _____ Contact No. : _____
(Mobile No./ Direct Line)

2.0 Customer Request Item

Please tick the below boxes

1. On Site Service (Business Hours)

First 2 Hours Charges RM250.00

Subsequent hours Charges RM 80.00

3. On Site Service (Business Hours)

Per Day Charges RM1500.00

2. On Site Service (After Business Hours)

Min 1 hours Charges RM450.00

Subsequent hours Charges RM 80.00

4. On Site Service (After Business Hours)

Per Day Charges RM1800.00

2.1 Customer Request Item

Description :-

2.2 Term of Service

- The Service Maintenance Charges and all other charges payable by customer shall be paid within 3 working days of the date of Invoice.
- Standard Service Hours of 9.00 a.m. to 6.00 p.m., Monday to Friday excluding public holidays and any replacement holidays.
- All service fault or issue must be report within 7 days of date of service, otherwise the case will deemed closed.
- remote service.
- Repairs necessitated by software or hardware problems, or as a result of alteration, adjustment, or repair by anyone other than WEB ASP SDN BHD (or its representatives) are not included.
- When Services consist of repair of WEB ASP SDN BHD systems, such Services shall be those repair services that are necessary because of any existing defect or a defect occurs in materials or workmanship in the system or in any system component covered by this term and conditions. Preventive maintenance is not included.
- The warranty term for a spare part used in repairing Products ("Replacement Part") is 90 days from its installation in the product.
- For the avoidance of doubt, the warranty term of a Product is not extended after its repair or replacement
- The service does not cover any third party software or virus related problems
- Travel Charges will depend on system or customer location. Any location out of Klang Valley or Penang Island will be charges per man day job.

Please complete the form , stamped, signed and Fax back to 03-7980 2388 or 04-646 8367

Service Requested By : _____ Service Date : _____

Service By (Full Name) : _____

Name :

Designation :

Date :

3.0 Service Report

Description [Fault Description / Scope of Work / Variation to Original Request]:-

4.0 Material (Additional Charges)

No.	Description	Quantity	Unit Price	Total
			Grand Total RM	

Service Requested By : _____

Name : _____

Designstion : _____

Date : _____

Total Service Charges RM : _____

Service Date : _____

Time from : _____

Time to : _____

Service By (Full Name) : _____