



# Service Request

To allow us to process your job more efficiently, please complete this form and include it with your equipment. All repairs should be sent to the Service location nearest you. Please email us at the appropriate office if you have any questions.

**AbelCine Service, LA**  
801 South Main Street  
Burbank, CA 91506  
818-303-8198  
serviceadminsLA@abelcine.com

**AbelCine Service, NY**  
88 35th Street, 4th Fl  
Brooklyn, NY 11232  
646-933-9902  
serviceadminNY@abelcine.com

## PRIMARY CONTACT

Name		Company	
Address			
Address Line 2			
City	State	ZIP	Country
Phone		Email	
Also use as	Billing Contact	Shipping Contact	

## BILLING INFORMATION

**You must provide your payment details. Complete billing address if different from Primary Contact, above.**

Name		Company	
Address			
Address Line 2			
City	State	ZIP	Country
Phone		Email	
Payment Method	Credit Card	Terms/Purchase Order	AbelCare (provide AbelCare number, if known)
Credit Card	Visa	American Express	MasterCard Discover
Name on Card		Phone	
Card Number		Expiration Date	Security Code

## SHIPPING INFORMATION

**You must indicate your shipping preferences. Complete shipping address details if different from Primary Contact, above.**

Return Method	Pick up at AbelCine	Ship on AbelCine Account (charge will be added to invoice)	Ship on Client Account
Carrier	Shipping Acct #		Speed
Name		Company	
Address			
Address Line 2			
City	State	ZIP	Country
Phone		Email	

## ITEMIZED EQUIPMENT LIST

Make & Model	Serial Number

**IMPORTANT:** You must provide a detailed description of the issue and agree to the service policies on the next page.

# Service Request

continued from page 1

## DETAILED DESCRIPTION OF ISSUE

## SERVICE POLICIES

All service jobs are subject to an evaluation fee. This fee will be collected in the event that the estimate is rejected by the client or the job is completed within one hour. Otherwise, the fee will be applied to the first hour of labor for the entire job. For current rates, visit [www.abelcine.com/service/rates-and-policies](http://www.abelcine.com/service/rates-and-policies). By signing below, I authorize AbelCine to charge this evaluation fee to the payment method indicated on the first page.

When sending your equipment in for service, you will receive an estimate for the work to be performed. The repair costs stated in your estimate are guidelines based on information provided by you and the technician's examination of the equipment. We cannot guarantee the precise accuracy of an estimate. If while repairing the equipment it becomes clear that more extensive repair work is necessary, we will inform you that we expect the cost estimate to be exceeded and will present a new estimate. We may require an extended evaluation of 2 hours of labor to fully diagnose issues in cases where the equipment has water damage and/or impact damage.

All equipment must be carefully packed for delivery to AbelCine. We recommend shipping equipment using a major carrier, other than USPS. Insurance of equipment delivered to AbelCine for maintenance is the **responsibility of the owner**. The risks of damages or loss are transferred to the client as soon as the equipment leaves our facility for return to the client.

Signature	Date
Name	Title