

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
 serviceadminLA@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	

DETAILED DESCRIPTION OF ISSUE

Common Issues:	Resale Evaluation	General QC & Maintenance

IMPORTANT: You must provide a detailed description of the issue and agree to the service policies on the next page. continued on page 2



Service Request

continued from page 1

FOR RESALE EVALUATIONS ONLY

If you are planning on selling your equipment, please note that AbelCine does not supervise demonstrations for potential buyers. We strongly recommend that the seller is present during any in-person inspections or testing requested by interested parties. By signing this waiver, the seller acknowledges and agrees that AbelCine is not responsible for any theft, loss, or damage to the seller's equipment while it is being tested or inspected.

Signature

Date

ITEMIZED EQUIPMENT LIST

Make & Model	Serial Number

SERVICE POLICIES

All service jobs are subject to an evaluation fee. For current rates, visit 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