

Service Dispute Authorisation Request Form - SDAR

LAN Support is extremely committed to delivering exceptional customer and technical services which are not just meet, but they exceed all expectations.

It is because of our commitment, approach and high levels of customer service why we maintain 98% retention of client's year in year out. We strive to achieve total satisfaction **all the time** in everything we do, and often go that extra mile.

Part of our continued success is due to offering such processes as this SDA (Service Dispute Authorisation) Request form. Many competitors simply ignore and become arrogant to the fact that from time-to-time service delivery may temporarily slip, there may be some confusion or clients who have genuine service invoicing disputes simply get ignored or forgotten about; Not at LAN Support.

Although very rare, we are professional and understand that disputes can happen and it is our challenge that these are dealt with sensitively, professionally and most of all quickly to prevent any prolonged difference of opinion.

Service Dispute Information

- Service Disputes and Service credits can only be accepted for services delivered directly by LAN Support Limited and/or our third party contractors, unless specifically stated.
- Proof of purchase i.e. a copy of the invoice number or signed order confirmation number is necessary to provide any service towards verifying your application.
- Notification via this web form **MUST** be completed and submitted within 72 hours of service delivery for a cash credit. Successful Service dispute applications over 3 days but no more than 7 days will be offered a service credit only against the account for the number of hours successfully disputed. LAN Support will not be responsible for ANY applications submitted/made after 7 days of a service visit of any description or thereafter in respect of this SDAR.
- All shortcomings in the length of service hours, discrepancies, short-shipment etc. should be brought to the notice of LAN Support via this web form within 72 hours from the date of the signed LAR form; LAN Support will not be responsible, or liable thereafter in respect of this SDAR.
- Service visits are purchased and delivered in 1 hour, half day (3.5 hours) and full day packages (7.5 hours). This applies to all service packages, prearranged support visits, projects, callouts and any other type of agreement. You would have verified the type of package purchased on your agreement or purchase order. Once this has been accepted by LAN Support this agreement is final. Any application to claim back time resulting in early finishing due to client instruction, unavailability or for whatever reason out of the control of LAN Support Ltd will not be successful.
- In the event where goods/equipment are delivered late LAN Support holds no responsibility for waiting time.
- Booked and prearranged engineering visits of any description will not be credited if less than 72 hours notice has been received and confirmed by LAN Support Limited.
- Cancelled prearranged service visits (on contract) by LAN Support are non-refundable but will be offered again within 30 days.

Please complete the below form in full.

Company Details:

Company Name:
Account Number:

Address:

Address Line 1
Address Line 2
Address Line 3
Town/City
County
Post Code

Contact Details

Contact Name
Contact email
Contact Number

Order Details:

Invoice Number
LAR Number
Delivery Date
Date Ordered
Order Contact
LAN Support Contact (sales)
Customer Reference

Service Visit Details:

Visiting Engineer/Consultant Name:

Work completed at:

(If different from above)

Company Name:
Address Line 1
Address Line 2
Address Line 3
Town/City
County
Post Code

Dispute

Disputed: Part or ALL OF invoice

Please provide details below

LAN Support Part Number	Description	Qty	Unit Price (exc. VAT)
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£

Total Cost:

£

Reason for service dispute:

To help us review your claim please provide as much information as possible

Request type:

Replacement Service

Case Refund

Service Credit

Please select.

By selecting '**I agree**' you confirm that you have provided the above information to the best of your knowledge and that ALL information is correct. You have read and understand the terms within the headings; *Service Dispute Information*. You understand and agree to all the terms and conditions within this SDAR.

By Selecting '**I do not agree**' will end your application for this SDAR procedure.

Please confirm your selection below

I do not agree

I agree