



Attn: Depot Repair Department  
2200 Northmont Parkway, Duluth GA 30096

## Gravograph Depot Repair

In an attempt to expand our service products to meet our customers' varied needs, Gravograph is happy to announce that Depot Repair is available to our customers.

The process for this will be as follows:

- Customer calls in to Tech Support or a Gravograph representative
- Gravograph sends the customer a Depot Repair Submission for Estimate Form (next page)
- Customer ships the equipment to Gravograph with the submission form (*Equipment that arrives without the submission form will be returned to the customer at the customer's expense*)
- Customer is faxed/emailed/mailed an service quote within 3 business days of the unit being received, and returns the approved quote (*Depot Repair Estimate*)
- Upon receipt of the customer-approved quote, Gravograph depot repair will proceed with the repair. The depot repair will be completed within 7 business days
- Customer pays for repair in full (*purchase order, check or credit card required*)
- Upon receipt of payment Gravograph ships the equipment back to the customer at the customer's expense

Gravograph charges \$95.00 per hour for Rotary machine mechanical repair labor and \$165.00 per hour for Rotary machine electronic repair labor. Laser machine repair labor is \$120.00 per hour. Customers are responsible for all parts. Customers will pay for freight in both directions. If requested, Gravograph will be happy to quote freight charges through our carriers, but recommends that customers make their own arrangements.

Some customers may need a quicker turnaround time. For these customers, Gravograph offers an expedite fee of \$500.00. This will guarantee a turnaround time of 3 business days instead of the standard 7 business days.

If a customer chooses not to have the repair completed based on service quote received, Gravograph will charge the customer a \$200.00 fee for the time and expense to trouble-shoot the equipment and process an estimate.

I hope customers find this an attractive alternative to having a 3<sup>rd</sup> party repair done.

Thank you  
Joe Draucek  
Director of Service



**GRAVOGRAPH**

Attn: Depot Repair Department  
2200 Northmont Parkway, Duluth GA 30096

## Depot Repair Submission for Estimate

Company Name \_\_\_\_\_ Account Number \_\_\_\_\_

Engraver  
Model Number \_\_\_\_\_ Serial Number \_\_\_\_\_

Electronics Type \_\_\_\_\_ Serial Number \_\_\_\_\_

Computer Model \_\_\_\_\_ Serial Number \_\_\_\_\_

Return Address \_\_\_\_\_

Contact Name \_\_\_\_\_ Phone \_\_\_\_\_

Fax \_\_\_\_\_ Email \_\_\_\_\_

Symptom \_\_\_\_\_

Resolution \_\_\_\_\_

---

Gravograph is not responsible for any damage that occurs to any machine due to improper packaging or carrier mishandling. All claims for carrier damages are the sole responsibility of the equipment owner. Repair will be completed within 5 business days of receipt of signed estimate. Customer understands that no repair will proceed until a signed estimate is returned.

Authorized Signature \_\_\_\_\_

Date \_\_\_\_\_