



Woodhatch
Reigate
Surrey
RH2 8BF

01737 220 043

RE-SITE/COLLECTION FORM

To be completed by Customer and Return to:-
Movement_request@cuk.canon.co.uk

Customer Name	
Purchase Order No.	Date
	Position

By returning this form You confirm that:

- the information supplied is correct,
- You accept the quote for these works and

You have read and agreed to the Terms and Conditions within this form.

You understand that the re-site could be delayed or aborted if any of the information supplied is incorrect or your allocated personnel are not available.

Please note that any services provided prior to You cancelling this request will still be payable. *(This section must have a purchase order number and/or signature for Us to action your request)*

Machine Information

Machine(s) details (add further lines as necessary)				
	Model	Serial no.	Networked/ eMaintenance (Y/N) (Details)	External Finisher (Y/N) (Details)
1			(Y/N)	(Y/N)
2			(Y/N)	(Y/N)
3			(Y/N)	(Y/N)
4			(Y/N)	(Y/N)
5			(Y/N)	(Y/N)

CURRENT SITE

Please provide CURRENT SITE ADDRESS details including TWO CONTACT NAMES. We recommend that at least one of the contacts below is available on site to supervise the entire move of the machine(s).

Company Name:	
Collection Address (inc. Post Code):	
Opening and Closing hours of premises:	
Email Address:	
Contact(s) and Telephone number(s):	

WHAT FLOOR OF THE BUILDING IS/ARE THE MACHINE(S) LOCATED?	
---	--

HOW CAN THE MACHINE(S) ARE ACCESSED: LIFT OR STAIRS?	
--	--

PLEASE ADD ANY DETAILS TO EITHER OF THE ABOVE:-

DETAILS Room numbers etc / Is the lift large enough for the copier / Are there tight turns on the stairs / Are the stairs metal or wooden etc

--

IS THERE AVAILABLE PARKING INSIDE/ OUTSIDE YOUR PREMISES FOR OUR CARRIER'S LORRY? OR ADVISE WHERE TO PARK. PLEASE DETAIL ANY PARKING OR SIZE RESTRICTIONS AND THE TIMES THEY APPLY?

* PLEASE NOTE THAT OUR CARRIERS USE 17 1/2 TONNE ARTICULATED VEHICLES

--

NEW SITE (RE-SITES ONLY)

Please provide NEW SITE ADDRESS details including TWO CONTACT NAMES. We recommend that at least one of the contacts below is available on site to supervise the entire move of the machine(s).	
Company Name:	
Collection Address (inc. Post Code):	
Opening and Closing hours of premises:	
Email Address:	
Contact(s) and Telephone number(s):	

WHAT FLOOR OF THE BUILDING IS/ARE THE MACHINE(S) LOCATED?	
---	--

HOW CAN THE MACHINE(S) ARE ACCESSED: LIFT OR STAIRS?	
--	--

PLEASE ADD ANY DETAILS TO EITHER OF THE ABOVE:- DETAILS Room numbers etc / Is the lift large enough for the copier / Are there tight turns on the stairs / Are the stairs metal or wooden etc

IS THERE AVAILABLE PARKING INSIDE/ OUTSIDE YOUR PREMISES FOR OUR CARRIER'S LORRY? OR ADVISE WHERE TO PARK. PLEASE DETAIL ANY PARKING OR SIZE RESTRICTIONS AND THE TIMES THEY APPLY? * PLEASE NOTE THAT OUR CARRIERS USE 17 1/2 TONNE ARTICULATED VEHICLES

ANY OTHER DETAILS

PLEASE USE THIS SECTION FOR ANY OTHER DETAILS WE MAY NEED TO KNOW?

E.g. any other contacts in case we are having trouble reaching the site contacts; any events or road-works in your area that may make certain times or days more difficult; any security or safety requirements that your site have.

Please take time to provide Us as much information as You possibly can.

TERMS AND CONDITIONS

These terms are in addition to the Service Contract which You have with Us. The relocation of your Equipment is a Service for the purposes of those terms. All other definitions also apply.

1. The quote You have been given is for Our standard relocation service for this type of Multi-Functional Device ("MFD"). If on reviewing the answers You have given on this form it is determined that extra equipment, or extra resources are required to enable the relocation request (for example due to access or other issues with Your site or the MFD) then You will be provided with an updated quote for the relocation. This will be done before the works are carried out and this order will only progress if You agree to the amended quote.
2. If a site survey is required before the relocation takes place this will be at an extra cost to You of £100 +VAT. You will be notified of this before it takes place.
3. If You require a timed delivery or parking restrictions require a 9am collection or delivery this will incur an extra charge of £100.00 +VAT per timed delivery. If collection / re-site is required prior to the 14 day turnaround, a premier charge of £150.00 + VAT will be added.
4. Subject to clauses 1 -3 above, by completing and returning this form You agree to pay the sum quoted for the relocation
5. Re-sites take place over three to four separate visits to site. These comprise of an engineer to decommission the Equipment, Our carriers who will physically relocate the Equipment and finally an engineer to re-commission the Equipment.
6. When moving to a different building the Equipment will be collected and then re-delivered up to 48 hours later regardless of distance i.e. if the MFD is collected on a Monday it will then be re-delivered on Wednesday. If the machine is moving a very large distance this time may increase to 72 hours.
7. If, following the relocation, there is any surface or obvious damage to Your Equipment or property this must be reported to Canon within 48 hours of delivery or may result in the repairs being chargeable.
8. If the MFD is not relocated because information is supplied incorrectly via Your completed form, site contacts are not available on the day or for other reasons within Your control then You may be charged the cost of the re-site in full regardless of the fact the move was not completed.
9. Any dates that are discussed before Your form is returned are not guaranteed and will be subject to the completed form being returned. Any collection or delivery dates quoted by Us are only guidelines.
10. If You decide to relocate Your Equipment either yourselves or through a third party, please be aware that any damage caused during this move will not be covered under Your Canon maintenance contract. You are not permitted to relocate Equipment which We lease to You. If You lease the Equipment from a third party leasing company You may need to obtain permission from them before relocating the Equipment.
11. Canon will only relocate Canon Equipment which has a valid Canon service contract at the time of the relocation.
12. Where Equipment is being collected and is not to be returned to You it is your responsibility to obtain an up to date meter reading from the MFD for purposes of your final bill.
13. All prices quoted by Us are exclusive of VAT.

If You have any queries please do not hesitate to contact Us on 0844 892 0844 or e-mail movement_request@cuk.canon.co.uk