



MISO REPAIR REQUEST FORM

FAULTY MISO'S TO BE COURIERED TO MIE OR CAN BE DELIVERED TO OUR OFFICES IN CENTURION

Please courier/deliver this document to MIE together with the Faulty MISO

Please take note that there is no turnaround time on repairs

Cost of repairs amounting to a maximum of R1200-00 (excluding VAT) will be added to your normal monthly billing account at the end of the month the quote for repair was received from Muvoni – you will only receive quotes for amounts exceeding R1200-00 (excluding VAT)

WE GIVE YOU THE FULL PICTURE

Client: _____

Date: _____

MIE Account Number: _____

Faulty MISO Serial Number: _____

Description of error: _____

Contact Person: _____

Contact Telephone: _____

E-Mail Address: _____

Repaired device to be collected from MIE by Client: YES /NO

Repaired device to be couriered to client: *YES / NO

Physical address for courier purposes: _____

If a loan device is available from MIE it can be couriered to the client or the client can collect the loan device from MIE's offices in Centurion:

Loan MISO to be couriered to Client: *YES / NO

*Courier fees of R285-00 (excluding VAT) will automatically be invoiced to your account.

Loan device SN: _____ (Will be supplied by MIE on the day the faulty MISO is received if a Loan MISO was available)

Terms and Conditions:

Loan device(s) is /are available on a first-come-first-serve basis

Device(s) to be returned to MIE in the same condition that they were received by the client. Any defects will be for the account of the client and the cost will automatically be added to the client's monthly billing invoice

Stolen device(s) should be reported to MIE immediately after discovery to enable blacklisting of the device(s) by MIE to Muvoni AFISwitch. The client will be held responsible for the replacement of the stolen device(s). R5 100-00 (excluding VAT and Aware License Fee) per device will be automatically added to the client's monthly billing invoice.

QUOTES FROM OUR SUPPLIER ARE DUE WITHIN 3 WEEKS FROM RECEIPT OF THE FAULTY MISO REPAIRS ARE DUE 3 WEEKS AFTER THE QUOTE WAS ACCEPTED BY MIE OR BY THE MIE CLIENT

Client Signature: _____
(Client representative responsible for payment)

MIE DELIVERY ADDRESS:

For Attention: Joyce Mamabolo (joycem@mie.co.za)

Building 2, Jean Park Chambers, 252 Jean Avenue, Lyttleton, Centurion, 0157

Tel: 012 644-4000