



Tel: 011 314 0231 | Mobile: 082 429 2568 | repairs@dnahealth.co.za | www.dnahealth.co.za
JHB Address: Joluka Building, 349 Roan Crescent, Corporate Park North Midrand
CPT Address: 25 Natal Street, Cape Town
Burnberry Trading cc t/a DNA | Registration Number: 2006/217843/23 | Vat Nr: 4480234501

PRODUCT FAULT REPORT FORM

Retail Shop Name: _____

Customer Name: _____

Contact Person: _____

Customer Tel: _____

Contact Tel: _____

Contact E-mail: _____

Contact E-mail: _____

1. Date of Purchase: _____

2. Date of Problem: _____

3. Description of Problem with Product?

4. How did Problem occur?

5. Recommended Solution:

6. Please attach following information:

- ☐ Photo of Entire Product
- ☐ Photo/Video of Problem Area
- ☐ Photo of Serial Number
- ☐ Customer Invoice/Proof of Payment

7. Conditions of Return/Repair:

- There is a R 195 assessment fee payable, which will only be waived if there is a genuine product fault and the product is still under warranty.
- There will be a R 195 unclean unit handling fee payable, if product received is not perfectly clean.
- All courier charges for collection and delivery are to be borne by client unless agreed otherwise.

PRODUCT REPAIR COSTS

Repair Description	Cost
Assessment Fee	R 195
Per 30 minutes Labour	R 195
Cleaning Fee	TBC

Prices exclude VAT.

Please note that above Repair Costs do not include the Cost of the actual Spare Part(s) required for the repair and these will be quoted for separately.

Also, we reserve the right not to perform the required repair, if we have not received all the required information mentioned in this form.

Date: _____

Print Name: _____

Signed: _____

*Please send the signed form with all completed information to: **repairs@dnahealth.co.za***

For Office Use Only

Company Jobcard No.: _____

DNA Jobcard No.: _____

Warranty Repair: Y/N

Quote Accepted: Y/N

Repaired.: Y/N

Ready For Collection.: Y/N