

# Service Request Form

Please complete this form in full and return it with a legally binding signature to: [orders@airwavepackaging.com](mailto:orders@airwavepackaging.com).

Service dates will only be confirmed after receipt of the fully completed and signed Service Request Form, by which the customer (authorized signatory of this form) acknowledges acceptance of all applicable service costs.

This Service Agreement is entered into between:

**AirWave Packaging, Inc., 5332 W. 78<sup>th</sup> Street, Indianapolis, IN 46268 and the following customer:**

Company

Street

Postal Code / City / State / Country

Contact person

Phone

E-Mail

Equipment to be repaired or serviced (Model / Serial Number):

Date of purchase

Description of Issue / Service Requested (error code(s)):

Installation Address (if different from above):

Company Name / Street / City / State / Postal Code / Country

Requested date of service:

Purchase Order Number (if required by customer):

☐ We have a valid Full-Service Agreement

☐ Machine is within warranty period (1y: Full /2y: Extended) \*

☐ We acknowledge machine is out of warranty

☐ We request paid service regardless of warranty status

\*Warranty coverage is subject to inspection and final determination by AirWave Packaging, Inc. Submission of this form does not constitute automatic warranty approval.

## The following is agreed for the service technician's assignment on site:

Service appointments cancelled less than 24 hours prior to the confirmed date may be subject to cancellation fees. The customer is responsible for all on-site service costs, including travel, labor (including waiting), parts, and consumables, at current rates (from 01/01/2026 price lists). Service charges apply if no valid Full-Service Agreement exists, the machine is out of warranty, cannot be exchanged under warranty/service terms, or if the issue is due to misuse, improper handling, unauthorized modifications, or external damage. If covered under a valid Full-Service Agreement, its terms apply; otherwise, charges apply after on-site inspection. The General Terms and Conditions (GTC) and payment terms of AirWave Packaging, Inc. available at:

<https://www.airwavepackaging.com/en/terms-and-conditions> are hereby acknowledged and accepted by the customer.

Date/ Company/ Authorized Name (Print)/ Title/ Signature

[www.airwave-packaging.com](http://www.airwave-packaging.com)