

Warranty Callback Visit Report

A warranty callback and service call report: the original job, the reported fault, what was found and the cause, whether it is covered, work done, parts, time on site, photos and the customer's signature.

1. Callback

Project

Client

Site *

Site address

Visit date *

Time

Engineer *

Original job reference and date

Date the original job was completed

Warranty or guarantee ends

From your quote, terms or guarantee certificate. Leave it blank if there is none.

Days since the original job (if applicable; worked out automatically in the app)

Visit date against the warranty (if applicable; worked out automatically in the app)

Fault reported by the customer *

Date reported

Days from report to visit (if applicable; worked out automatically in the app)

Response time promised (days)

From the contract or your terms. Leave it blank if none was promised.

Response against the promise (if applicable; worked out automatically in the app)

2. Findings

What was found *

Cause * (choose one)

- ☐ Our workmanship
☐ Faulty product
☐ Wear and tear
☐ Customer misuse or damage
☐ Not related to our work
☐ Not known yet

Covered by our warranty or guarantee? (choose one)

- ☐ Yes ☐ No ☐ Product warranty claim

If applicable: For consumers, section 49 of the Consumer Rights Act 2015 says a service must be performed with reasonable care and skill. If it is not, the consumer can require it to be performed again (section 55), within a reasonable time and at the trader's cost. For business customers, the Supply of Goods and Services Act 1982 (section 13) implies the same care and skill term.

Photos (fault and fix) (photos: attach, or note the file names)

3. Work done

Work done

Parts used

Time on site (hours)

Labour rate (£ per hour)

Parts and materials cost (£)

Cost of this visit (if applicable; worked out automatically in the app)

Time on site at the labour rate, plus parts. Add travel to the rate if you charge it.

Status * (choose one)

☐ Fixed ☐ Return visit needed ☐ Referred to the manufacturer

Return visit booked (if applicable)

Is the visit chargeable?

☐ Yes ☐ No

If applicable: Not chargeable. The cost of this visit is carried by you. Recording the cause each time shows how much callbacks cost and why.

If applicable: Outside the warranty period on the visit date. Check your terms before deciding whether to charge.

If applicable: The cause is recorded as our workmanship. For a consumer, the trader bears the costs of putting the service right (Consumer Rights Act 2015, section 55).

Customer name

Customer signature

Completed by *

Signature