

 part of Rototherm Group	<h1>Service Return Form</h1>	Form 11
		Rev. 7
		24/05/2017
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TECHNICAL SUPPORT

For all technical support, repair, spares & warranty service inquiries, please contact:

British Rototherm Co. Ltd
Kenfig Industrial Estate
Margam
Port Talbot
SA13 2PW

Digitronservice@rototherm.co.uk

Telephone: +44 (0) 1656 740 551

Returned Instruments

All returned goods should be suitably packed (ideally in the original packaging) to the above address. If the packing needs to be replaced there may be an additional charge TBA depending on product type...

NOTE: Products received damaged will be the responsibility of the customer, please contact for further advice.

Documentation

The shipment should include:

- (i) Your goods return note, a delivery note or if outside the EEC an invoice showing clearly **'GOODS RETURNED FOR REPAIR'**.
- (ii) Your Company/Establishment Purchase order or contract reference number. We are unable to progress an order until we have received a valid Purchase order.
- (iii) The name of your purchasing and/or technical contact
- (iv) A brief fault report
- (v) Hard copy of Service Return Form

A Work Order number (WO) will be allocated to the items on return and this number will be quoted on any correspondence.

Non-EEC Return

Rototherm has a general authority arrangement with UK Customs to temporarily import goods free of duty and import tax, pre-advance of shipment, date, carrier etc. will enable us to arrange prompt importation.

An Invoice with a value for customs will be required with the goods. This invoice must clearly state that these goods are returned for repair.

Repair Quotations

We will advise repair costs upon investigation of the returned instrument, an investigation charge of £35 will be levied if the quotation is not taken up. Quotations are valid for 30 days. If we do not receive a Purchase Order to within the 30 days to complete any work quoted, equipment will be returned to the sender and we will invoice the investigation and shipping costs.

Re-Export of Repaired Instruments

It is our normal practice to return all equipment *'charges forward'*. This will include any importation charges, UK freight charges and any packaging charges on the repair invoice. These charges will be added to the quotation if known at time of quotation.

Please advise if you require return costs to be included in our repair quotation, or have any special shipping instructions or a preferred shipper and account details.

Please complete and place a copy with your items

(Mark your shipment for the attention of 'Digitron Service Dept.')

Please ensure decontamination carried out and confirmed below where applicable.

Work Order Number (Office Use Only)		Purchase Order Number	
Company Name		VAT No (EC customers only):	
Invoice Address:		Delivery Address: (if different)	
Telephone No:		Fax No:	
E-mail:			
Model Nos: Please send complete with probes where applicable		Serial Nos:	
		Accessories sent:	
Instrument Decontaminated:	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
Type of service required:	Repair <input type="checkbox"/>	Calibration <input type="checkbox"/>	Supply Parts <input type="checkbox"/>
Description of fault:			
Preferred Shipper/ Account no:			
Do you want us to:	Quote First <input type="checkbox"/>	Repair Without Quotation <input type="checkbox"/>	
Currency:	GBP <input type="checkbox"/>	Euros <input type="checkbox"/>	USD <input type="checkbox"/>
Signed:			
Position:			
Date:			