



# Service Return Form/ Technical Support

Form11

Rev09

12/09/18

Page 1 of 3

## TECHNICAL SUPPORT

For all technical support, repair, warranty and service inquiries, please contact Wallace Instruments Service Department:

**H. W. Wallace & Co Ltd**

**Telephone No: +44 (0)1306 867 413**

**Address: 5 Curtis Road, Curtis Road Industrial Estate, Dorking, Surrey RH4 1EJ.**

**Email: [service@wallaceinstruments.com](mailto:service@wallaceinstruments.com)**

### Returned Instruments

All returned goods should be sent carriage paid, insured and suitably packed (ideally in the original packaging) to the above address. If the packing needs to be replaced there will 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', also e-mail to service coordinator, email address above.**

### Non-EEC Return

H. W. Wallace & Co will liaise with UK Customs to temporarily import goods free of duty and import tax, pre-advice 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 £150 will be levied if the quotation is not taken up. Quotations are valid for 14 days. If we do not receive a Purchase Order to within the 14 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.



# Service Return Form/ Technical Support

Form11

Rev09

12/09/18

Page 2 of 3

## H. W. WALLACE & CO LTD SERVICE RETURN FORM

Please complete and return form to service coordinator, email address above. Please place a copy in with your shipment, **(marking your shipment for the attention of 'Service Dept.')**.

Please ensure decontamination carried out and please also ensure that no radioactive sources are present in the equipment, confirm below where applicable.

<b>Work Order Number (Office Use Only)</b>		<b>Purchase Order Number</b>	
Company		VAT No (EC customers only):	
Invoice Address:		Delivery Address: (if different)	
Telephone No:		Fax No:	
E-mail:			
Model No:		Serial No:	
Date of Purchase/ Order No (Warranty Returns):		Accessories sent:	
Instrument Decontaminated:	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
Radioactive Sources Removed:	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:			



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**Form11**

**Rev09**

12/09/18

Page 3 of 3

Date: