

OUT OF WARRANTY REPAIR REQUEST FORM



IMPORTANT: Please complete sections 1, 2 and 3 below in as much detail as possible to help us understand the problem with the equipment and return to: **SUPPORT@IPEC.CO.UK**

Please note that IPEC operates a Standard Assessment Fee for out of warranty products covers evaluation of the product, general repairs and recalibration of the unit. Major repair work may not be covered by IPEC's Standard Assessment Fee. In the event of additional repair charges, you will be consulted prior to the work being carried out. For further details please refer to IPEC's Terms and Conditions for Out of Warranty Repair, Maintenance and Servicing at www.ipec.co.uk/support.

1 CUSTOMER DETAILS

Company Name:

Delivery Address:

Postal Code:

Contact Name:

Telephone Number: Extension:

Email:

2 PRODUCT DETAILS

Product Name(s):

Product Code(s):

Purchase From:

Date of Purchase: / /

Serial Number(s):

If providing multiple serial numbers, please ensure clear spacing

3 FAULT DETAILS

Date of Fault: / /

Nature of Fault:

Please provide as much detail as possible to help us understand the problem with your equipment
If required use overleaf.



Additional Information:

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5 OFFICE USE ONLY

RAN Number:

Application Received: / /

SA Fee Received: / /

Fault Covered by SA: Yes No If Yes, skip to Assigned Owner

Estimated Repair Cost: GBP

Repair Fee Agreed: / /

Assigned Owner:

Repair Summary:

Detail of actions taken. Please attach all supporting documents, test reports, emails, etc. and sign off

Repair Complete:

Date: / /

Sign Off:

/ /

To be completed by QA Manager and logged on database

Customer Notified: / /

Shipped/Collected: / /