

PRODUCT DETAILS

PRODUCT DESCRIPTION: _____

SMARTSCAN PART CODE: _____

SERIAL NUMBER: _____

Symptoms of fault

Detail any accessories used with the product

Please complete and enclose this questionnaire with the product before despatch

SMARTSCAN USE ONLY	
Date Received	Job Number
Initials	Comments

SMARTSCAN LIMITED



REPAIR OF THIS PRODUCT

IMPORTANT

1. We recommend that customers retain the original packaging for storage in the event of having to return the product to Smartscan Ltd.
2. Turn round time in respect of a warranty repair is to repair and despatch 80% of standard products within five working days.
3. Turn round time in respect of out of warranty repairs is to repair and despatch 80% of standard products within seven working days.

Claims under warranty:

The product is supplied subject to Smartscan's Conditions of Sale and the warranty shall not apply to the product unless:

- A. It is returned to Smartscan complete, quoting the original purchase order number and serial number.
- B. The questionnaire overleaf has been fully completed and enclosed, including symptoms of the fault.
- C. The Smartscan labels on the product have not been removed or made illegible and all parts of the product must have the same serial number.
- D. The product is defective. The defect not being as a result of misuse, neglect, accident, improper installation or unauthorised repair and the product is free from any modifications other than as authorised by Smartscan.

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REPAIR QUESTIONNAIRE

Non Warranty Repairs:

Smartscan may not accept products for repair unless:

- A. The questionnaire overleaf has been fully completed (including symptoms of the fault) and enclosed with the repair.
- B. The Smartscan labels on the product have not been removed or made illegible and all parts of the product have the same serial number.
- C. The product has suffered neither excessive physical nor electrical damage and is free from modifications other than such modifications as may be authorised by Smartscan.
- D. The work carried out under this repair service is subject to the procedures in the Smartscan quality manual.

Carriage:

- 1. If the original packaging is not available, then packaging giving the same protection must be used.
- 2. Prior to despatch, please phone Smartscan Service Department on 01536 401313. This will allow the product to be booked into the service system.
- 3. The product must be returned to Smartscan Ltd., Pywell Road., Willowbrook Industrial Estate, Corby, Northants NN17 5XJ UK

Please refer to any literature supplied with this product and ensure that the correct operating procedures for this product are always followed.

For the provisions governing the return of this product to Smartscan Ltd., please read all the details enclosed.

Please complete the following in the event of returning the product to Smartscan Limited. The product must be sent to: Smartscan Service Centre, Pywell Road, Willowbrook Industrial Estate, Corby, Northants, NN17 5XJ.

Customer Order Number _____

Smartscan Serial Number _____

Company Trading Title _____

Contact Name _____

Job Title (Department) _____

Telephone No _____ Fax Number _____

Delivery Address (for return of the product) _____

_____ Post Code _____

