

LogIT UK Service Repair booking form



SERVICE OPTIONS

Goods under warranty (12 months from purchase date and sent to us with proof of purchase)

If your datalogger, sensor or accessory has failed during normal use within 1 year of purchase then it will normally be repaired or replaced free of charge. To return a product under warranty, pack it safely and return it direct to DCP together with formal proof of date of purchase (invoice or delivery note) and this form with a clear description of the fault in the box below. Please note this is a return to base warranty where you are responsible for safely sending it to us and we will pay for its return. Note if failure has been caused through misuse (eg water) or accidental damage (eg dropped) this will be assessed & a no-obligation quote for repair made or alternatively the unit can be returned (UK). Please ONLY send back item requiring repair, - do not return any other accessories such as carry case, sensors, etc

Goods no longer under warranty

We are pleased to offer a fixed price repair service for many of our products. This offer benefits both the customer and us as it means we can find the fault, immediately effect a repair and send it back without needing to send a quotation and wait for instructions which keeps costs down considerably. The prices of fixed price repairs includes parts, labour and a 3 month warranty on the repair and return delivery to you (UK only). Please ONLY send back the item requiring repair, ie do not return carry case, sensors etc

Fixed price repair scheme (prices include UK carriage back to you, parts, labour and updates if appropriate):

D197036 - DataMeter 1000 repair & update (does not include new battery replacement - below)	£75 +vat
<i>Note that we have special offers on last remaining stock of brand new DataMeter 1000 from £149 - ask for details</i>	
D197040 - DataVision BX /CX repair & update (not including battery replacement - below)	£95 +vat
D197038 - Explorer repair (USB or Serial version)	£70 +vat
D197041 - Voyager SX repair	£68 +vat
D197043 - Observer repair	£75 +vat
D198007 - LogIT Power pack	£10 +vat *
D198019 - HiTemp temperature sensor	£15 +vat *
D198031 - ProTemp temperature sensor	£20 +vat *
D198320 - Explorer temperature sensor	£15 +vat *

Note: If a product has been damaged beyond economic repair we can also offer special price part exchange on some items.

Battery replacement only including Updates & Upgrade to latest firmware

(price applies to replacing batteries *in working dataloggers only* - please do not return carry case or any accessories):

D199031 - DataMeter 1000 replace rechargeable battery & firmware update	£32+vnt (£29ea 10+)
D199034 - DataVision BX or CX replace rechargeable batteries & firmware update	£49+vnt (£45ea 10+)

Prices include delivery back to you (UK only) but excludes VAT - Prices correct 3rd January 2018, subject to change

Main terms and conditions

The warranty and repair offers are applied to most equipment we receive, although we reserve the right to refuse a repair under this scheme should equipment be badly damaged through misuse, water damage, battery or liquid corrosion etc. To use the scheme please pack the item for repair only safely and return it direct to DCP, marked for the Service Department, together with proof of purchase for warranty repairs or an official purchase order for fixed price repair and a clear description of the fault on back of this form. **Please help us to give you the best service** - it is very important to include as much information about the nature of the problem and which sensors and software you are using it with so that we can achieve an effective repair - because of the number of items returned to us which appear to be working correctly we reserve the right to charge £10 return carriage fee for any item returned with faults not adequately described or found not to be faulty. Please do not return any other accessories such as case, batteries, sensors otherwise they may also be tested/repared and charged for. IMPORTANT: PLEASE STATE BELOW WHETHER CLAIMING UNDER WARRANTY AND INCLUDE YOUR PROOF OF PURCHASE, OR IF A FIXED PRICE REPAIR IT MUST BE ACCOMPANIED BY A PURCHASE ORDER SO THAT WE CAN PROCEED IMMEDIATELY.

Please send to: Service Dept, DCP Microdevelopments, Bow Street, Gt Ellingham, Norfolk, NR17 1JB

Your name:	Department:
email address:	Phone No:
Full Address:	
Post code:	
Warranty - Proof of purchase must be attached OR Chargeable repair - Purchase order must be attached	

Item being returned: Please remove batteries and do not return any other sensors, accessories etc which are not faulty

Description of fault: Include as much detail as possible and continue overleaf if more space is required