



Service Request Form

To return your instrument for service, repair or calibration, please take a few moments to provide us with the information we need, so we can serve you better.

PLEASE:

1. Get a Returned Material Authorization (RMA) number from Valeport Ltd, or email service@valeport.co.uk
2. Reference the RMA number on this form, on the outside shipping label for the equipment, and in all correspondence related to this service request.
3. Fill out one form for each type (model) of instrument.
4. Include this form when shipping the instrument to Valeport Ltd for servicing.
5. **Email or Fax us a copy of this form on the day you ship.**

RETURNED MATERIAL AUTHORIZATION (RMA) NUMBER: _____

DATE EQUIPMENT REQUIRED BY: _____

DO YOU REQUIRE A WRITTEN QUOTE? _____

CONTACT INFORMATION

Name:

Company/Institution/Organization:

Shipping/Delivery address for packages:

Telephone:

Fax:

E-mail:

SERVICE INFORMATION

Date Shipped:

Model Number (for example, Midas SVP):

Quantity:

Serial Numbers:



Calibration Services: Calibration (includes standard service requirement):

Temperature Conductivity Pressure Sound Velocity Compass

EM Flow Speed conformity check of impeller

(Please allow a minimum of 1 week after we receive the instrument(s) to complete calibration.)

Other (specify):

Diagnose and Repair Operational Faults:

Problem Description (continue on additional pages if needed; include instrument serial number if multiple instruments are part of shipment):

DECONTAMINATION ASSURANCE

Description of application:

The following instrument has been deployed in: (i.e. seawater, freshwater, outfall etc.)

We assure that the returned Valeport unit and / or accessories are properly cleaned:

Yes No

In case of remaining contamination:

We assure that it is completely harmless to the health of your employees. OR

We cannot assure that it is completely safe. **(Material data sheet must be provided)**

Note: Valeport have the right to refuse or handle contaminated goods and return to customer at their expense.

PAYMENT/INVOICE INFORMATION

Invoice/Purchase Order: Please complete the following or enclose a copy of your Purchase Order:

Purchase Order Number:

Invoice Address (if different than shipping address):



Instructions For Returning Goods (from overseas)

When returning equipment to Valeport for service / repair, please ensure the following is complied with:

1. Notify Valeport Limited of shipment via email or fax and include shipping invoice / AWB details.
2. Ensure the following detail is included on shipping invoice:
 - Description of goods
 - Serial number
 - Correct value of goods
 - Size and weight
 - “Enter goods to IPR no. IP/0928/010/13”
 - CPC code: 5100000
 - Tariff number: 9015801190

For shipment via air, please consign to:

Valeport Ltd
St Peter's Quay
Totnes
Devon, TQ9 5EW
UK

Tel: +44 (0)1803 869292
Attn: Geodis Wilson UK Ltd (LHR)

For shipment via courier - DHL, UPS, FED-EX, please consign directly to

Valeport Ltd
St Peter's Quay
Totnes
Devon, TQ9 5EW
UK

Tel: +44 (0)1803 869292

Please note that failure to comply with the above will mean delays at UK customs and potential extra costs.