

***We are experiencing major delays in processing of vital customs paperwork for goods shipped via UPS which can cause delays in return of serviced instruments. Our current recommendation is not to use UPS services for shipping of such goods to our factory for the moment.***

### **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 Authorisation (RMA) number from Valeport Ltd, or email [service@valeport.co.uk](mailto: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. Include this form when shipping the instrument to Valeport Ltd for servicing.
4. Email to [service@valeport.co.uk](mailto:service@valeport.co.uk) on the day you ship or before.

RETURNED MATERIAL AUTHORISATION (RMA) NUMBER: -

DO YOU REQUIRE A WRITTEN QUOTE? YES / NO

AUTHORISE REPAIRS UP TO GBP                      per unit (EXCL. SERVICE & CALIBRATION)  
*(by completing this field, your unit can potentially proceed from service to calibration without us having to quote for repairs beforehand)*

RETURN SHIPPING INSTRUCTIONS *(please provide address, contact details and courier account number. By completing this field, it will ensure a prompt return of your goods)*

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**Courier:** DHL / FedEx / TNT / UPS / Other

**Acct No:**

**Service:** Next Day / Priority / Standard

**Insurance:** Yes / No

### **CONTACT INFORMATION**

**Name:**    **Telephone:**    **Email:**

**Company/Institution/Organisation:**

**Shipping/Delivery address for packages:**

### **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):

Do you require any missing accessories to be replaced? E.g. Y Lead, Switch cap, Toolkit, etc.

Yes  No

If yes, please list what you require:

### 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 reserve the right to refuse or handle contaminated goods and return to customer at their expense.**

**\*\*Please remove ALL exhausted batteries before shipment\*\***

**\*\*Please RETURN Valeport original USB card with the instrument and delete all old files within the instrument memory before return\*\***

## **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 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

**For shipment via airfreight to LHR, please consign to:**

Valeport Ltd  
St Peters Quay  
Totnes  
Devon  
TQ9 5EW  
UK

Attn: Logistics Department  
C/o Geodis Wilson UK Ltd (LHR)  
Tel: +44 (0)1803 869292

**For shipment via courier – DHL, UPS, Fed-Ex, TNT, please consign directly to:**

Valeport Ltd  
St Peters Quay  
Totnes  
Devon  
TQ9 5EW  
UK

Attn: Logistics Department  
Tel: +44 (0) 1803 869292  
Email: [logistics@valeport.co.uk](mailto:logistics@valeport.co.uk)

**Please provide a copy of return export documentation to enable a prompt clearance through UK Customs.**

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

All import, customs clearance, storage and onward shipping charges to Valeport are re-charged to customer.