

Service request form

RMA Number:

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

Company Name		Authorise Repairs Up to GBP (per unit)	
Address		Return shipping address and contact	
Contact Name		Courier	<input type="checkbox"/> DHL <input type="checkbox"/> FedEx <input type="checkbox"/> TNT <input type="checkbox"/> UPS <input type="checkbox"/> Others
Email Address		Account number	
Telephone Number		Service	<input type="checkbox"/> Next Day <input type="checkbox"/> Priority <input type="checkbox"/> Standard
		Insurance	<input type="checkbox"/> Yes <input type="checkbox"/> No

Model Number(s)	
Serial Number(s)	
Quantity of units	

Calibration Services – Calibration (must include standard service)

Temperature Conductivity Pressure Sound Velocity Optical
 Compass EM flow Speed conformity check of impeller

Standard lead time for service and calibration is two weeks from when we receive the unit

Fault Report

Replace any missing accessories: Yes No

Decontamination Assurance

The instrument has been deployed in (i.e seawater, freshwater, outfall etc.)	
We assure that the returned Valeport unit and /or accessories are properly cleaned	<input type="checkbox"/> Yes <input type="checkbox"/> 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 the customer at their expense.

- ** Please remove ALL exhausted batteries before shipment****
- **Please RETURN Valeport original USB card with the instrument****
- **Delete all old data 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
Tel: 0044 (0)1803 869292

Notify Geodis FF United Kingdom Ltd
Attn: John Clark
Tel: 0044 (0)208 8314236

**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: 0044 (0) 1803 869292
Email: 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.