

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			
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

End-User's information (If known)
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Return shipping information

Company Name		Company Name	
Address		Address	
Contact Name		Contact Name	
Email Address		Email Address	
Telephone Number		Telephone Number	
EORI / EIN Number		EORI / EIN Number	

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

Calibration Services – Calibration (must include standard service)

Temperature Conductivity Pressure Sound Velocity Optical

Compass EM flow Speed conformity check of impeller

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

**** Please remove ALL exhausted alkaline batteries before shipment. Lithium batteries should not be removed****

****Please RETURN Teledyne 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 Teledyne Valeport for service / repair, please ensure the following is complied with:

- Notify Teledyne Valeport Limited of shipment via email and include shipping invoice / AWB details.

Ensure the following detail is included on shipping invoice:

- Incoterms 2020: DAP Teledyne Valeport Totnes TQ9 5EW UK or FCA point of despatch
- Description of goods
- Serial number
- Correct value of goods
- Size and weight
- RMA Number

For shipment via airfreight to LHR or ABZ please consign to:

Teledyne Valeport Ltd
St Peters Quay
Totnes
Devon
TQ9 5EW
UK

Attn: Logistics Department
Tel: +441803 227887

Notify Teledyne Valeport Ltd
Attn: Iain Woodfield
Tel: +441803 227887
Email: logistics@valeport.co.uk

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

Teledyne Valeport Ltd
St Peters Quay
Totnes
Devon
TQ9 5EW
UK

Attn: Logistics Department
Tel: +441803 227887
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 Teledyne Valeport are re-charged to customer.

Please note that we cannot accept products from outside of the UK using the postal service. Should you not have a courier, please contact us and we can arrange the uplift of the products at your cost.

- When goods are ready for return to you, our Incoterms are CPT point of delivery or FCA Teledyne Valeport, Totnes Devon, TQ9 5EW UK