



# Customer Returns Authorisation Request

Please complete this form and fax it back on +44 (0) 1274 730 960 or email to [service@calibreuk.com](mailto:service@calibreuk.com). You will then be sent by email a returns number which must be displayed on the outside of the package. A returns number will be required for each product requiring repair/service.

Company Address:	
	VAT/EIN Number:
Contact Name:	
Telephone No:	Fax:
E-mail	
Calibre Product Code:	
Serial Number:	

Please indicate below the exact fault being reported and what it was connected too at the time the fault appeared. The more information you provide the quicker we can fault find and return your unit to you.

### IMPORTANT

1: As part of our service process we will update your unit to our latest firmware version free of charge. Please mark here [ ] if you do NOT wish us to perform this service update for you."

2: During service of your product it is likely we will need to perform a factory reset. This will clear any configuration you have set up in its user memories, if you need to retain your configuration please be sure to back up your unit via the web-browser facility prior to returning it to us so that you can load this configuration back into your unit when you receive it back from us.

### Once we have received your faulty unit we aim to inspect it within 7 days of receipt

- 1: Repair and return if under warranty and fault not due to customer damage.
  - 2: Inspect and complete fault report provide a quotation for repair.
  - 3: In the event that a unit is found to be NFF (No Fault Found) an invoice may be issued for the time spent, irrelevant of whether the unit is under warranty.
- 2 & 3: Will result in an Inspection fee of £149.00 for the 1<sup>st</sup> hour. Thereafter an additional £80.00 labour cost per hr, plus parts. (Prices quoted exclude VAT and return freight costs)
- Repairs under 2 & 3 will not be completed until your Purchase Order and/or Advance Payment (cleared funds) received.

**IMPORTANT:** All goods will be destroyed after a period of 6 months;  
• If payment has not been received.  
• If written instruction to return have not been received.  
You will receive only one notification of this procedure prior to the units being destroyed.

All items are returned to Calibre carriage paid to the address below  
Overseas customers need to ensure that the paperwork states "GOODS OF UK ORIGIN BEING RETURNED FOR REPAIR" and that the correct Harmonized Tariff Code (HTC) is quoted;

**Digital Image Processors and Boards 8517 6200**

By signing below you agree to the above terms and conditions of this repair request (Do not sign this form if you do not have the authority to do so within your company)

Signed: \_\_\_\_\_ Date \_\_\_\_\_

Calibre UK Ltd, Cornwall House, Cornwall Terrace, Bradford, West Yorkshire, BD8 7JS, UK Tel: 01274 940 770, Fax: 01274 730 960 <a href="http://www.calibreuk.com">www.calibreuk.com</a> <a href="mailto:sales@calibreuk.com">sales@calibreuk.com</a> Company Registration No: 2549739	Calibre use only: Account: _____ RAN: Remember only 1 RAN per item
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