

Repair Request

IMPORTANT INFORMATION

For Under Warranty repairs please follow the conditions below:

1. Before sending us your product, please package your item(s) appropriately. Secure any moving parts inside the box or enclosure as best as possible to prevent additional damage.

2. Proof of purchase is required in order for us to repair any items that are under warranty. We will not proceed with the repair until this proof is provided.

For Out of Warranty repairs please follow the conditions below:

1. Before sending us your product, please package your item(s) appropriately. Secure any moving parts inside the box or enclosure as best as possible to prevent additional damage.

2. You are required to pay a £36.00 inspection fee per item that isn't under warranty. This will go towards the final repair cost and invoice. Failure to pay this fee will leave us unable to proceed with the repair.

Your Details

Title Name

House No/Name Town/City

Address 1 County/Region

Address 2 Postcode

Email

Phone Mobile

Product Details

Brand/Manufacturer

Model Number

Serial Number

Fault Description



1. All repairs carried out under manufacturers warranty will be free of charge, provided that proof of purchase is produced and that the relevant conditions of use have been adhered to.
2. Please note any manufacturers' exclusions. E.g. cleaning, fuses, styli, setting up, consumables, no fault found etc. and in some cases carriage will be charged for on a parts and labour basis.
3. If a warranty claim is subsequently declined by the manufacturer for whatever reason then the repair will be charged at full retail cost plus a £30.00+vat administration fee which will cover the cost of return where required.
4. An 'Estimates for repair' must be requested in advance. Estimates will not be provided for repairs costing less than £70.00+vat. Our minimum admin charge will apply if estimates are subsequently declined. Estimates are valid for 30 days. Where an estimate is declined, any equipment not collected will be disposed at our discretion after 60 days.
5. All non warranty repairs carry a 90 day guarantee, on the repair only. 90 day guarantees start from the day of completion NOT the day of collection/return. Equipment repaired under warranty is covered only by the original manufacturers warranty terms.
6. Whenever possible please transport equipment in its original packaging. We will not accept any liability for any equipment which is inadequately packed.
7. Due to limited space, repaired items will be stored for a period of 60 days from time of notification of completion or estimate. After this time equipment may be disposed of or sold to recoup costs. SST will not be liable for any losses incurred as a result of non collection.
8. In the case of a loan machine being provided the customer will be liable for any loss or damage to the loan equipment.
9. Repairs must be paid for in full on completion. Before the equipment is collected or dispatched.
10. Inspection fee for out of warranty repairs **£30.00+vat**
11. All out of warranty repairs are accepted on the basis that spares will be available, if the manufacturer cannot supply the required spares, SST cannot be held responsible. Please note: The 'inspection fee' will cover any time and effort in trying to source the spares and as such will not be refunded
12. By submitting a piece of equipment for repair the customer accepts all the above conditions.
13. All prices quoted are subject to VAT.
14. Your statutory rights are unaffected by our terms and conditions.

E&OE

Please do not forget to print this form out and send it in with your equipment: