|  |  |  |  |
| --- | --- | --- | --- |
| To allow our Customer Support Team to respond efficiently to your request for service, please complete this form prior to returning any instrument/materials to IPD Services.  If the instrument/materials are being returned for Warranty reasons, please call for authority before shipping. | |  | | --- | | Date: | | |
| **Customer Detail**   |  |  |  | | --- | --- | --- | | Your Reference No. | | | | Company Name (required) | | | | Return Delivery Address (required) | | | | Contact (required) | Phone (required) | Fax | | Email (required) | | |   Preferred contact method:  Phone  Email | |
| **Instrument/Material Detail**   |  |  |  |  | | --- | --- | --- | --- | | Brand | | Original Invoice No | | | Part No | | Serial No | | | Description | | | | | Accessories  None  Case  Power Cord  Power Pack  Manual | Lid/Cover  Blue Lead  Green/Yellow Lead  Earth Lead  USB Cable  3 Phase Leads | Braid  Cloak  Probe  IEC adapt  Keyboard  Scanner | Others  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | Description of fault/defect Request Calibration \*Request Warranty | | | | | |

**NOTES:**

1. Please complete this form and return it to [services@ipd.com.au](mailto:sales@triotest.com.au) prior to returning the material/instrument.
2. \*Include proof of purchase e.g. a copy of your invoice.
3. When instructed to return the material/instrument, include a copy of this Service Request.
4. If returning the material/instrument, pack it suitably (see guidelines below).

**\*Warranty Claims may not be processed without proof of purchase**

**Calibration Only:**

If you require calibration only please:

* Email [services@ipd.com.au](mailto:sales@triotest.com.au) for a quote. Please ensure the full and correct manufacturer(s) and manufacturer's part number(s) are provided when requesting the quote.
* Send this completed Service Request and a purchase order to the address provided in the quote.

**Freight & Insurance:**

All goods shipped by IPD Services on behalf of the customer remain the responsibility of the customer. IPD Services accepts no liability whatsoever for loss or damage of those goods unless otherwise agreed by IPD Services in writing prior to shipment. Insurance is not included as part of any shipping costs. If required, insurance will be the responsibility of the customer or may be quoted and added to the freight charge.

**Packaging:**

Suitable packaging means the instrument is wrapped in suitable protective material (e.g. bubble wrap), and placed within sturdy exterior packaging, suitable for shipping via post or courier services. Instruments that are not suitably protected and packaged may not be assessed for warranty as they have been damaged in transit.

**If no fault found or it is deemed non-warranty:**

Once the instrument has been received at the nominated repair centre, it will be surveyed to confirm the fault. Should no fault be found or it is deemed non-warranty, the customer may be charged a Survey Fee of $120 (ex GST) plus freight costs (NOTE: This fee may vary dependent on the instrument). For non-warranty faults, if the customer accepts a quote to repair or replace the instrument then the Survey Fee may be waived.

**Please return instruments to:**

IPD Services

43 Newton Road

Wetherill Park

NSW 2164

Tel: 1300 556 601

Instruments being calibrated only should be returned to the address provided on the quotation.

I have read, understood and agree to the terms of this Service Request (**customer to sign**).

|  |  |
| --- | --- |
| Name | Signature: Date: |
| Position |