

LogIT[™] UK Service Repair Form

Goods under warranty (normally 12 months from purchase date)

If your datalogger, sensor or accessory has failed during normal use within 1 year of purchase then it will normally be repaired or replaced free of charge. To return a product under warranty, pack it safely and return it direct to DCP together with formal proof of date of purchase (invoice or delivery note) and this form with a clear description of the fault in the box below. Please note this is a return to base warranty where you are responsible for safely sending it to us and we will pay for its return.

Note if failure has been caused through misuse (eg water) or accidental damage (eg dropped) this will be assessed & a no-obligation quote for repair made or unit can be returned (UK) **ONLY send back item requiring repair, ie do not return carry case, sensors, etc**

Goods no longer covered under warranty

We are pleased to offer a fixed price repair service for many of our products. This offer benefits both the customer and us as it means we can find the fault, immediately effect a repair and send it back without needing to send a quotation and wait for instructions which keeps costs down considerably. The prices of fixed price repairs includes parts, labour and a 3 month warranty on the repair and return delivery to you (UK only) **Please ONLY send back the item requiring repair, ie do not return carry case, sensors etc**

Repairs Fixed price scheme (prices include UK carriage back to you, parts, labour and updates as required):

D197036 - DataMeter 1000 repair & update (not inc battery replacement - below)	£75.00 **Clearance offer on new just £149
D197040 - DataVision BX /CX repair & update (not inc battery replacement - below)	£95.00
D197038 - Explorer repair (USB or Serial version)	£68.00
D197041 - Voyager SX repair	£68.00
D198007 - LogIT Power pack	£10.00 (Part exchange for new unit)
D198019 - HiTemp temperature sensor	£15.00 (Part exchange for new sensor)
D198031 - ProTemp temperature sensor	£20.00 (Part exchange for new sensor)
D198320 - Explorer temperature sensor	£15.00 (Part exchange for new sensor)

Battery replacement only including Updates & Upgrade to latest firmware (apply to working units only - do not return carry case or accessories):

D199031 - DataMeter 1000 replace rechargeable battery & update	£30.00 (£28.00 each 10 or more)
D199034 - DataVision BX or CX replace rechargeable batteries & update	£42.00 (£39.00 each 10 or more)

Prices include postage back to you (UK only) but exclude VAT. Prices valid at 2nd January 2014 but subject to changer

Main terms and conditions

The warranty and repair offers are applied to most equipment we receive, although we reserve the right to refuse a repair under this scheme should equipment be badly damaged through misuse, water damage, corrosion etc. To take advantage of the scheme please pack the item for repair only safely and return it direct to DCP, marked for the Service Department, **together with proof of purchase for warranty repairs or an official purchase order for the fixed price repair and a clear description of the fault on this form in the box below.** Please help us to help you - it is very important to include as much information about the nature of the problem and which sensors and software you are using it with so that we can achieve an effective repair - because of the number of items returned to us which appear to be working correctly we reserve the right to charge £10 handling and carriage fee for any item returned with faults not adequately described or found not to be faulty.

Please do not return any other accessories such as carrying case, batteries, sensors or other accessories otherwise they may also be tested/repared and charged for. Thank You

Please note that equipment not included on the Fixed Price repair scheme above is subject to individual quotation.

SCHOOL/ESTABLISHMENT NAME:

Contact: (person who uses item returned)

Full Postal Address:

Phone No

Ext

FAX Number

Post Code:

eMail

Item(s) being returned - please remove batteries and **DO NOT** return any other accessories, power packs, carry case etc:

SPECIFIC INFORMATION ABOUT PROBLEM OR SERVICE REQUIRED: (you can continue overleaf if required)

SERVICE CONDITIONS

- DCP reserve the right to decline a claim made under warranty and return the goods unrepaired should they be damaged through incorrect or misuse
- Repairs are normally completed within 20 working days but please allow 30 days for return
- Please **do not** return any other accessories, batteries, or carry case with the product
- Products must be securely packed and sent carriage paid and insured to the following:



www.dcpmicro.com

**SEND GOODS FOR REPAIR TO: SERVICE DEPARTMENT, DCP MICRODEVELOPMENTS LTD
BRYON COURT, BOW STREET, GREAT ELLINGHAM, NORFOLK, NR17 1JB, UK
PHONE: 01953 457800 FAX 01953 458849 eMail: service@dcpmicro.com**