

LogIT UK Service Repair booking form SERVICE OPTIONS



Goods under warranty (12 months from purchase date and sent to us with proof of purchase)

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 LogIT World 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 alternatively the unit can be returned (UK). Please ONLY send back item requiring repair - do not return any other accessories such as carry case, sensors, etc

Goods no longer 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).

Fixed price repair scheme (prices include UK carriage back to you, parts, labour and updates if appropriate):

D197036 - DataMeter 1000 repair & update (does not include new battery replacement - below)	£75 +vat
D197040 - DataVision BX /CX repair & update (not including battery replacement - below)	£95 +vat
D197038 - Explorer repair	£70 +vat
D197041 - Voyager SX repair	£68 +vat
D197041 - Observer repair	£75 +vat
D197042 - Black Box repair	£50 +vat
D198019 - HiTemp temperature sensor	£15 +vat
D198031 - ProTemp temperature sensor	£20 +vat
D198320 - Explorer temperature sensor	£15 +vat

Note: If a product has been damaged beyond economic repair we can also offer special price part exchange on some items.

If a product cannot be repaired there will be a handling/inspection fee of £25 +vat. The item will be returned to you.

Battery replacement only including Updates & Upgrade to latest firmware

(price applies to replacing batteries *in working dataloggers only* - please do not return carry case or any accessories):

D199031 - DataMeter 1000 replace rechargeable battery & firmware update	£32+vnt (£29ea 10+)
D199034 - DataVision BX or CX replace rechargeable batteries & firmware update	£45+vnt (£42ea 10+)

Prices include delivery back to you (UK only) but exclude VAT - Prices correct 3rd January 2018, subject to change

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, battery or liquid corrosion etc. To use the scheme please pack the item for repair only safely and return it direct to PSU Base, marked for the Service Department, together with proof of purchase for warranty repairs or an official purchase order for fixed price repair and a clear description of the fault on back of this form.

Please help us to give you the best service - 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. Please do not return any other accessories such as case, batteries, sensors otherwise they may also be tested/repared and charged for.

IMPORTANT: PLEASE STATE BELOW WHETHER CLAIMING UNDER WARRANTY AND INCLUDE YOUR PROOF OF PURCHASE, OR IF A FIXED PRICE REPAIR IT MUST BE ACCOMPANIED BY A PURCHASE ORDER SO THAT WE CAN PROCEED IMMEDIATELY.

Please send to: Service Dept, PSU Base, Antom Court, Tollgate Drive, Stafford, ST16 3AF

Your name

School Name/Company Name & Department:

Email address:

Phone No:

Full Address:

Warranty -

Proof of purchase must be attached

Chargeable repair (*Purchase order must be attached*)

Item being returned and description of fault. Please give as much detail as possible.

please remove batteries and do not return anything else other than the item for repair