



## DELTA-T DEVICES LTD

130 Low Road, Burwell, Cambridge, CB25 0EJ, UK  
Tel: +44 (0)1638 742922 Fax: +44 (0)1638 743155  
sales@delta-t.co.uk www.delta-t.co.uk

*Leaders in Environmental Measurement*

## DELTA-T DEVICES REPAIR/SERVICE PROCEDURE

*Please use the following procedure to return your instrument(s):-*

- 1) Complete the form on the next page and enclose it with the returned goods.
- 2) Please remember to include on the form any T reference number(s) relating to any technical support that you may have been given.
- 3) No goods or equipment should be returned without first contacting Delta-T or our distributor.
- 5) Ensure the items returned to Delta-T are clean and free from any toxic or biological contamination.
- 4) Please address the carton to:  
Repairs Department, Delta-T Devices, 130 Low Road,  
Burwell, Cambridge CB25 0EJ, UK.

On receipt of the goods at Delta-T you will be given a reference number. Always refer to this reference number in any subsequent correspondence.

The goods will be inspected and, if out of warranty, you will be informed of the likely cost and estimated number of days/weeks required to carry out the repair. Please note that we can only begin work on the repair after we have received your consent and, if requested, pre-payment.

If you do not have a credit account with us, payment will be required in advance for the repair. In addition to the cost of the repair, our charges will include return carriage and any costs relating to the importation of your goods.

Delta-T Devices Ltd.  
e-mail: repairs@delta-t.co.uk  
Tel:+44 (0) 1638 742922  
Fax:+44 (0) 1638 743155

# Product Return Form

R Number (for Delta-T internal use only):  
**R**

<b>Company/ Institution:</b>			
	Title:	Position:	
<b>Name</b>	First	Last	
<b>Tel:</b>			
<b>Fax:</b>			
<b>Address</b>			
	Country		
<b>e-mail:</b>			

**Your Reference/  
Order Number  
for this return**

**Date shipped  
to Delta-T**

Product name and unit serial number (if serial number cannot be found please describe the type of unit being returned)	Reason for return, please tick (check)			Brief description of the <b>fault</b> . Please also list all <b>accessories</b> returned and <b>warranty status</b>	<b>Consolidation</b> Repaired items will normally be shipped immediately. If you would like us to consolidate the item with your next scheduled order, please tick (check) below:
	Repair	Calibration	Upgrade		
					<b>T Number</b> (if any)

**PLEASE NOTE:**

1. A repair may be chargeable if the unit has been modified or misused, regardless of its warranty status.
2. If a repair is chargeable, an official estimate will be raised for your approval prior to commencement of any work.
3. All goods must be returned clean and free from potentially hazardous contaminations. Delta-T reserves the right not to service or repair goods which do not meet this condition.
4. **Please quote any tech support 'T' number that may have been assigned to this return.**
6. If the Serial Number is not available it would be helpful to know the original date/year of purchase.

DT Repairs Procedure v2.doc