

# Returns Note

Shipping Date:
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Telephone: +44 (0) 1484 714200  
 Fax: +44 (0) 1484 723666

Web site: <http://www.peakcom.co.uk>  
 Email: [sales@peakcom.co.uk](mailto:sales@peakcom.co.uk)

## Your Details

Company Name:
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Address:
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Country:	Post/Zip Code:
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Telephone:	Fax:
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Email:	Contact Name:
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Your Ref/PO No.:
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RMA Number:  (Obtainable from Peak Communications – Returns cannot be processed without this)
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## Product Details

Model No.:	Serial No.:
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Accessories Enclosed:
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Reason for Return/Fault: (see warranty terms and conditions No.4)
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### Warranty and Repair terms for Peak Communications Ltd

#### Warranty

- 1) All equipment manufactured after 1 January 2002 will carry a 3 year warranty unless negotiated at time of sale.
- 2) Goods returned for repair must be accompanied by an order and a returns form.
- 3) Goods under warranty with no fault found will be subject to an inspection fee of £100 plus carriage.
- 4) Goods without a returns report will go through full test and will be subject to a minimum charge of £250.
- 5) If warranted goods are shipped direct to Peak the agent will be informed within 24 hrs. No action will be taken until the agent has supplied order numbers and instructions.
- 6) Peak is only responsible for their shipping from the factory. Damaged equipment arriving due to inadequate packing is not our responsibility.

#### Repair Charges

- 1) Equipment out of warranty is subject to a minimum inspection fee of £100 plus carriage. A report for the estimated cost repair will be produced with timescales.
- 2) Workshop time for repairs is based on £50 per hour.
- 3) Parts cost is cost plus 20%.
- 4) A valid order number must be in place before the equipment is inspected.
- 5) Carriage is at cost plus 20%
- 6) Repairs are warranted for 3 months.