



If in doubt do not hesitate to contact us
0800 068 3300 Option 3
tech@vet-direct.com

Our Technical Support team can resolve many issues with a simple telephone or video call – so before shipping in a repair please talk to the team for troubleshooting – phone advice is free!

Vet Direct provide a repairs service from minor to complicated repairs. Our dedicated team holds a wealth of experience to provide technical support for your practice's needs. Individual repairs with a value up to £75 will be carried out automatically. Individual repairs over £75 will be sent a quote requiring authorization.

INSPECTION FEE (£25) upon receipt, our team will email you confirmation of its arrival, photograph then enter your item onto our CRM system. We aim to carry out an initial inspection within 5 working days. Each individual piece of equipment will incur an inspection fee.

DECONTAMINATION FEE (£15) please ensure all equipment has been cleaned prior to dispatch. Items that are received visibly dirty/contaminated with blood/bodily tissue/secretions will incur a decontamination fee.

Infusion Pumps | Clippers | Microscopes | Ultrasonic Baths | Suction Units | Electrosurgery
Otosopes & Ophthalmoscopes | Dental Equipment | Multiparameter Monitors



In-house use only

Booked-in date:

Repair ID:

Requires Decontamination

Please complete and return this form along with the item/s for repair, specifying exact faults / requirements failure to do so will delay the repairs procedure.

Date: [input field]

Form fields for: Your name, Practice Name, Address, Postcode, Telephone No, Email*

*Quotes are sent via email; please ensure this is an active email address, which is regularly checked.

Table with 3 columns: Items to be repaired (one item per form), Serial Number, Service Code (See below)

Service codes:

A - Calibration. B - Service. C - Repair (see below).

Infusion pump calibration and repair:

Please include giving set used with infusion pump. Failure to include this will incur delays to your repair.

Form section for: Full Description of Reported Fault(s). Please provide as much information as possible. Includes fields for Proof of Purchase, Warranty Repair, Purchase Date, and Date of last service.

Individual repairs with a value up to £75 (includes Inspection Fee) will be carried out automatically. Individual repairs over £75 (includes Inspection Fee) will be issued a quote requiring authorization.