

# Equipment Repair Request

**Vet Direct provide a full equipment repair service. Our dedicated team holds a wealth of experience to ensure your equipment is extensively tested and repaired.** Repairs to a value of £125 will be carried out without quotation. This will include the inspection fee. For repairs over £125 you will be sent a quote requiring your authorisation. Items for repair under warranty will not be subject to the inspection fee.

**INSPECTION FEE (£27.50)** Upon receipt, our team will email you confirmation of its arrival and photograph the equipment. 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 sending. Items that are received visibly dirty/contaminated with blood/bodily tissue/secretions will incur a decontamination fee.

**REPAIRS CARRIAGE FEE (£9.95)** on all repairs returned to customer from Vet Direct Service & Repair Hub. Please note: if your standard delivery is to Islands or Scottish Highlands, you will be charged your standard delivery fee.

**Please complete this form per piece of equipment, print and send with the item for repair, specifying the exact fault(s). Failure to do so will delay the repairs procedure.**

In-house use only

Booked-in date:

Date:

Repair ID:

Requires Decontamination:

Your name:

Postcode:

Practice Name:

Telephone:

Address:

Email\*:

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

Item to be repaired (one item per form)      Serial Number:

Service code:

## Service codes:

A – Repair B – Calibration

Infusion pump calibration and repair:

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

Full Description of Reported Fault (s). Please provide as much information as possible. Please print and add further information overleaf if required.

Proof of Purchase required for Warranty Repair:

Please provide invoice number or date of purchase for warranty repairs

Please print this form and send with the item for repair to the address below. Please ensure you have goods in transit insurance as Vet Direct are not liable for any items during transit to and from Vet Direct.