

Return Instructions;

Please contact Peak for a Return Merchandise Authorisation number before return of goods.

Please return the equipment to the address shown.

Please mark for the attention of Graham Collinson (tel. +44 1484 714200)

For returns from outside of the European Union;

We request that the equipment be imported into the UK under the Inward Process Relief (IPR) scheme, using the CPC code 510000 in order to avoid import duty and charges.

The CPC code and the statement **"These goods are being returned to the manufacturer for repair under IPR Scheme and CPC code 510000"** must be clearly shown on the commercial invoice.

Peak will need a copy of the import documentation and commercial invoice before we can re-export

Returns Note

Shipping Date:

You're Details

Company Name:

Address:

Country: Post/ zip Code:

Telephone: Fax:

Contact Name: Email:

Your Ref/ PO No.:

RMA Number (Obtainable from Peak Communications – **Without this, delay and potential additional cost could be incurred**):

Product Details

Model No.: Serial No.:

Accessories Enclosed:

Reason for Return (please include as much detail as possible on the suspected fault or reason for return, including tests undertaken, test setup and any other actions taken to verify the suspected fault. Contact with the Peak engineering team is always recommended before return of goods as often advise can avoid the return of goods. Please us additional sheets if necessary):

Warranty and repair terms – An overview

Warranty

1. Warranty period for equipment is stated on the original quotation 'offer'.
2. It is the responsibility of the customer to arrange and fund the return of goods to the Peak Communication factory in the UK.
3. Goods returned within the warranty period will be repaired free of charge unless;
 - Damage is inconsistent with normal use.
 - Equipment is found to be 'no fault found', for which Peak reserve the right to charge an administration, inspection & test fee of up to £250 plus return carriage.
 - Equipment is inadequately packaged and resulting damage has been sustained during transit to Peak.

Repair

1. Equipment 'out of warranty' is subject to a minimum investigation fee of £250 plus carriage.
2. After investigation, a fault report will be provided along with repair timescales and an estimated cost for repair and return carriage.
3. A valid order number must be in place before the equipment is repaired.
4. Once repaired, return of the equipment will be arranged.
5. Repaired equipment carries a 12 month warranty covering parts and labour (on the work undertaken).
6. If equipment is returned inadequately packaged or packaging is damaged upon receipt, new packaging will be used for return shipment and a charge of £15/unit added.