



Unit 6, Drake Court  
Britannia Park  
Middlesbrough TS2 1RS  
United Kingdom  
P: +44 (0) 1642 232880  
F: +44 (0) 1642 232870

**JAVAC RETURNS/REPAIR REQUEST FORM**

CUSTOMER NAME: \_\_\_\_\_

COMPANY: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

POSTCODE: \_\_\_\_\_

TEL: \_\_\_\_\_

EMAIL: \_\_\_\_\_

RETURN

REPAIR

PART NUMBER: \_\_\_\_\_

PART DESCRIPTION: \_\_\_\_\_

SERIAL NUMBER: \_\_\_\_\_

YOUR REFERENCE: \_\_\_\_\_

RETURN ADDRESS: \_\_\_\_\_

\_\_\_\_\_

POSTCODE: \_\_\_\_\_

SIGNED: \_\_\_\_\_

NAME (PLEASE PRINT) \_\_\_\_\_

DATE: \_\_\_\_\_

**Please note:** Warranty claims are returned to Javac at the customers cost.  
Javac will assess for warranty claim and contact you after inspection.  
Thank you.





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## **JAVAC GOODS RETURNS/REPAIR POLICY**

### **Warranties**

When an item is returned for repair, please can you ensure that a Repair/Returns Request Form is completed (copies enclosed with this letter) and is returned with the item/unit. The item will be issued a unique job number which will be traceable within our system. It will then be assessed by our Service Department. If the repair is covered under Warranty the item will be repaired and arrangements can then be made for collection/despatch. (Please ensure that the correct delivery details are in the Return Address box of the Repair/Returns Request Form).

### **Outside the warranty period: Repairs**

If the unit is out of warranty and is being returned for Repair, or some components need to be replaced that are not covered under Warranty, an order number is required. There will initially be an inspection charge to cover the costs of us looking at the equipment. This charge will be waived if you go ahead with the repair or purchase new equipment in its place. Javac will contact the customer with details and costs of repair. Once confirmation is received from you, along with a covering Order Number the relevant repair work will be completed.

Could you please ensure that all items are returned in their original cases, along with the correct power supply cables, hoses etc. to assist us with identifying the problem.

By returning goods to Javac you agree to the above Goods Return Policy. If you have any queries, please do not hesitate to contact us on the above telephone number.

Please return goods to the following address:

### **Javac Service Department**

JAVAC Limited  
Unit 6 Drake Court  
Britannia Park  
Middlesbrough  
TS2 1RS  
Tel 01642 232880

