



Equipment repair instructions:

Please note that unless this form is completed and returned to us, work will not commence on the repair or maintenance of your equipment:

Date:

Instrument type and serial number (if known):

Owner name, return address and contact person:

Nature of fault, please give as full a description as possible:

(Please use separate sheet if required, as the more detail you give, the easier it is for our engineers to diagnose the source of the failure, and thus minimise the cost to you)

Purchase order number for evaluation or repair

(As per terms below)

Sample data attached or sent with instrument
(Strongly recommended)

Owner will arrange return shipping

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

Geomatrix labour rate is £75 per hour with a minimum 2 hour charge even if our repair is declined. In order to speed up the repair process we reserve the right to spend up to 25% of the instrument's value without approval. For further work, we will contact the Owner with an estimate of costs and seek further instruction.

Geomatrix requires payment to be completed before the repaired equipment is released. In some instances an up-front credit card payment may be required with a supplementary invoice to follow upon completion of the repair.

Work carried out to repair the fault, as detailed above is guaranteed against further failure for a period of 3 months from date of repair. Such warranty covers any parts used and labour. If the instrument fails for any other reason, I.e. not related to the failure as detailed above, within this warranty period, the subsequent repair will not be covered by this warranty