



Return of Parts for Inspection / Repair

ENSURE THAT YOU HAVE CONTACTED OME X FOR A RETURNS NUMBER BEFORE RETURNING THE UNIT. Units returned without a returns number will take longer to process. To receive your returns number contact Omex with the following information;

Part number
Serial number (where applicable)
Your name
Your address for the part's return
Contact telephone number
Contact email address
Reason for return

Returns Address

Return Number
Omex Technology Systems Ltd
3 Mackenzie Way
Manor Road
Cheltenham
Gloucestershire
GL51 9TX
United Kingdom

What to expect from the returns process

Omex will test the unit then report back with findings, giving (if required) an estimate for the repair. You have the choice of whether to have the unit repaired or returned. If during the repair work other faults are found that would cost more to fix, Omex will contact you again for your agreement before further work is carried out. All authorisations for chargeable work to be carried out must be in writing, either by post or email.

The below must be signed and returned with the unit for Omex to carry out any work.

I understand that;

- Though every effort is made to test / repair the unit as quickly as possible, the length of time required to test / repair the unit cannot be predicted.
- In the process of working on the unit there is potential for data loss and I have made suitable backups of the data so that in the event of such loss, the data can be restored.
- If the unit is password protected and I have not provided the password, Omex will need to blank the unit before working on it and all data will be lost.
- If the unit is returned dirty, I will be charged for the cleaning of the unit before inspection can be carried out.
- It is not guaranteed that it is always possible / financially viable to repair the unit.
- In the process of working on the unit, previously undiscovered faults may be disturbed and I am responsible for the cost of repair of these faults.
- In all cases, I am responsible for the carriage costs of the part to Omex. Unless the unit is considered to be a warranty repair, I am responsible for the carriage costs from Omex to me. Regardless of who is responsible for carriage costs, the carriage method from Omex to me is at Omex's discretion.
- Repair work is warrantied, but the repair warranty does not extend to the whole unit.

Name..... Date..... Signature.....