



## Return of Parts for Inspection / Repair

ENSURE THAT YOU HAVE CONTACTED OMEX 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.
- It cannot be guaranteed that repair work undertaken will fix a fault. Any work I authorise will be chargeable regardless of whether it fixes the fault.
- 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.
- Due to the nature of repair work, the work and parts are not warrantied.

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