

Returns Procedure for SAS Air Samplers

When returning your SAS air sampler for service and/or recalibration, please observe the following points:

- ↪ Return all parts of the kit, including Drilled Head and Battery Charger. This allows us to perform a thorough service on all parts. Please also ensure the unit is fully charged.
- ↪ Ensure all parts of the sampler are suitably cleaned and, if necessary, the unit has been decontaminated. **If this is not possible, a Warning Notice must be included with the sampler.**
- ↪ Pack the unit inside its Carrying case and then inside a box to provide appropriate protection during transit. If you do not have the Case, pack each part separately inside a carton with plenty of packaging.
- ↪ Please raise a purchase order for the service and calibration prior to returning the unit and please complete the details overleaf and return with your sampler. This helps with easy identification of your unit and progressing of queries.
- ↪ Return the unit to our Service Department at **7 & 8 Launton Business Centre, Murdock Road, Bicester OX26 4XB.**
- ↪ **We will contact you for authorisation of additional costs in excess of £20.**
- ↪ If you require the unit back urgently and/or by a specific date, please advise us by telephone.

If you have any queries regarding the return of your unit, or would like us to arrange the collection of your sampler, please feel free to contact us on telephone number 01869 355500.

Return of SAS Air Sampler for service & recalibration

Please complete the following and return with your unit.

Company Name:	
Contact Name:	
Contact Phone number:	
Contact e-mail address:	
Return Address:	

Serial Number:	
Items returned:	<input type="checkbox"/> Sampler <input type="checkbox"/> Drilled head Serial No: <input type="text"/> <input type="checkbox"/> Charger <input type="checkbox"/> Carry case
Decontamination:	<input type="checkbox"/> Not required <input type="checkbox"/> Certificate/hazard notice enclosed
Work required:	<input type="checkbox"/> Service / Calibration <input type="checkbox"/> Repair
If repair is required, please indicate the fault:	<input type="checkbox"/> Battery not holding charge <input type="checkbox"/> Unit will not charge <input type="checkbox"/> Unit will not run <input type="checkbox"/> Other, please describe:
Purchase Order N°:	
<p>Please note, we will only contact you for authorisation of additional repair costs in excess of £20</p> <p>If we provide an estimate for the repair and you decide not to proceed, an inspection charge of one hour's labour will be charged</p>	
<p>If you require the unit back urgently and/or by a specific date, please advise us by telephone.</p>	