



BR Remote Ltd Repair Form

Please complete this form and return to us with any equipment you are sending in for repair or servicing. We will not be able to start your repair unless this paperwork is with it.

Company		Contact Name	
Address This will be the return address		Contact Number	
Zip Code		Email	
Country			

Who did you speak to at BR Remote regarding repair?

Item	Quantity	Serial Number	Description of Fault	Item value for UK Customs (non EU only) Use This Value

If sending from outside the EU please do **NOT** return items for repair until you have confirmed the value of the items with BR Remote.

If urgent, please indicate return by date here (There may be an additional charge).

Please select one of the following options:

- Quote required before commencement of work
- Carry on with work up to a value of
- No limit, continue with repair

Use this on your Commercial Invoice;

Harmonised (Tariff) Code: 8525801990

Please ship to: BR Remote, Units 14-20 Setley Ridge Vineyard, Lymington Road, Brockenhurst, SO42 7UF



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Repairs terms and conditions:

Our normal turnaround for repairs is approximately 1-2 weeks, but this can be longer during busy periods. If it is going to be longer we will let you know. If a repair is required quickly, there may be an additional charge.

Out of warranty our minimum fee for assessment is £90.00, plus VAT and any cost for labour and parts.

If sending from outside the EU please do **NOT** return items for repair until you have confirmed the value of the items with BR Remote. If BR Remote incurs large import fees because of incorrectly completed paperwork we reserve the right to charge the customer these fees.

If you are returning an item under warranty please ensure you have fully tested it before return. If we find no fault with an item returned under warranty we reserve the right to charge our normal minimum service fee of £90 + VAT.

Any queries please call: +44 (0) 1590 622440 or Email: admin@br-remote.com

For completion by staff at BR Remote:

Reason for return:	Repair	Upgrade
Warranty?		
Airway bill IN: (Non EU)		
Date received at BR Remote :		
Job assigned to:		
Job notes:		
	(David or Nick to sign in here)	
Job signed off by:	Date:	

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