

Warranty Request Form

School/College Name:

Full School Address:

Postcode:

Contact Name:

Telephone:

Email:

Product Name:

Model Type/Size:

Unit Serial Number:

Date Purchased:

Invoice Number:

Problem Description:

Please note that for option A) items not returned to Interactive Education within 7 working days will be charged at the SSP price.

By signing this form, I agree to the terms and conditions as described on page 2 of this document and have selected the required option. I understand that if faulty parts are not returned within 7 working days, I will be invoiced for the new part received.

Signed:

Print Name:

Date:

For office use only		
RMA ref no	Part received date/initials	Test date/initials
RMA ref no	Part sent date/initials	Closure date
Notes:		

1. Please ensure that you have undertaken a thorough troubleshooting session to identify which item is faulty. If you are unsure as to which item is faulty, please call 0870 043 4024 and ask for TECHNICAL SUPPORT or email technical@interactive-education.co.uk

2. Please complete this form including as much detail as possible. Please be as thorough as possible, particularly with the description. All field must be completed.

3. Please select your preferred option:

A) **STANDARD EXCHANGE:** Upon receipt of the defective unit, Interactive Education will test the unit. If it found to be faulty, a new unit will be sent out.

4. Please fax, post or email the completed form using the contact details at the bottom of the page.

IMPORTANT NOTES

i) Interactive Education reserve the right to make judgement on the condition of the parts returned to us.

ii) It is the customers responsibility to ensure that all items are returned to us in suitable protective packaging to protect the unit from damage. This must be at least equivalent to the original packaging that the item was delivered in.

iii) The standard exchange is subject to product availability.

iv) No parts will be issued unless a valid serial number and model number is provided as well as a proof of purchase update.

Tel: 0870 043 4024

Fax: 0870 043 4025

Address:

Technical Department

Interactive Education

Libra House

2 Upper Zoar Street

Wolverhampton

WV3 0LA