

REPAIR REQUEST FORM

To avoid any unnecessary delays in carrying out your repair please complete as much information as possible on this form and send it to us with your item to be repaired to the address below.



Kent Industrial Electronics
Innovation Centre Medway
Maidstone Road
Chatham
Kent ME5 9FD

Phone : 01622 807215
 enquiries@kie-uk.com

If an item is repairable within our standard minimum charge of £100+VAT, we will proceed with the repair based on the information provided below otherwise a quote will be provided for approval before proceeding.

Your Details	
Company Name	
Contact Name	
Address Inc. Postcode	
Email Address	
Phone Number	
Details of Item to be Repaired	
Manufacturer	
Model Number	
Serial Number	
Machine Make & Model	
Details of Item Failure	
Description of Failure Any error codes displayed? Intermittent or Permanent?	
When did the Fault Occur I.e. During start up/whilst running	
Repair urgency Price of repair will vary by urgency. * Timescales are estimates	<input type="checkbox"/> Emergency 1-2 Working Days <input type="checkbox"/> High 3-5 Working Days <input type="checkbox"/> Normal 5-10 Working Days <input type="checkbox"/> Low >10 Working Days

I confirm that I have read and agree to KIE's Terms and Conditions of Repair provided with this form.

Signature :
 Print Name :

Date :

Terms & Conditions of Repair

All circuit boards sent to us are serviced and tested down to component level so we can provide you with warranty on your unit. If you would like us to check your unit to make sure there is no fault we can do this for a small fee and provide you with a warranty on your unit.

If any repaired items do not perform as they should, the customer must inform the company within 3 working days of receipt and return the item back to our site to be re-inspected and re-repaired where appropriate.

We reserve the right to deduct any direct expenses incurred for the particular job from any refund that may be due to the customer. This would include, but is not limited to, parts we have supplied/installed and any courier/travelling expenses incurred by us during the course of the repair.

No refunds will be issued where an item has undergone repairs or modifications previously by anyone other than KIE or when circumstances are beyond our control (i.e. obsolete or unavailable parts, missing or unavailable software/programming). We will inform you prior to carrying out any work on an item that previously been worked on whether we can guarantee our work or not. We will under no circumstances issue a refund if we proceed with attempting a repair on a unit following your approval where we have informed you that the work we carry out would not be covered by any guarantee.

We reserve the right to, under certain circumstances, keep the item or dispose of it to compensate us for any expenses we have incurred.

For jobs that are repairable but the customer does not wish to proceed we will charge an inspection fee, this will typically be 20% of the quoted repair price or our minimum charge of £100+VAT whichever is greater.

CANCELLATION

No cancellation by the Buyer is permitted except where expressly agreed by a Director of the Company in writing.

PRICE All prices quoted are those ruling at the date of delivery. Unless otherwise stated all prices are ex-works exclusive of VAT.

DELIVERY

Delivery will be deemed to have been effected when the Goods leave the premises of the Company or where carriage is undertaken by the Company when the goods arrive at the Buyers premises but prior to unloading. Time of delivery is not of the essence. The Company shall not be liable for any loss whatsoever or howsoever arising caused by its non-delivery or by the failure to make Goods ready for collection on the due date. The Company reserves the right to make delivery by instalments and to tender a separate invoice in respect of each instalment.

For non-account customers, we will dispatch completed jobs on receipt of payment. If this is before 4pm the item will be dispatched the same day, if not, the next working day. The delivery companies we use are RoyalMail, DHL, TNT and UK Mail.

RIGHT TO WITHHOLD DELIVERY

Until such times as the title in the Goods has passed to the Buyer the Company has the right to withhold delivery if the Buyer (being a Company) has a petition presented for its winding up or for an administration order under the Insolvency Act 1986 or passes a resolution for voluntary winding up otherwise than for the purpose of bona fide amalgamation or reconstruction or compounds with its creditors or has a receiver appointed of all or part of its assets or (being an individual) becomes bankrupt or insolvent or enters into an arrangement with creditors or takes or suffers any similar action in consequence of debts or carries out or undergoes any analogous act or proceedings under foreign law.

EXCLUSION OF CONSEQUENTIAL LOSS

The Company shall not be liable for any consequential loss suffered by the Buyer, whether this loss arises from breach of contract or tort or in any other way (including loss arising from the Company's negligence) non-exhaustive illustrations of consequential or direct loss would be:

- Loss of profits
- Loss of contracts
- Damage to property of the Buyer or anyone else,
- Personal injury to the Buyer or anyone else (except so far as such injury is attributable to the Company's negligence)

LIMITATION

The Company's total liability for any one claim or for the total of all claims arising from any one act or default of the Company (whether arising from the Company's negligence or otherwise) shall not exceed the value of the Goods in respect of which the claim arises.

FORCE MAJEURE

The Company shall not be liable for any failure to deliver the Goods arising from circumstances outside of the Company's control. Non-exhaustive illustrations of such circumstances would be act of God, war, riot, explosion, abnormal weather conditions, fire, flood, strikes, lockouts, Government action or regulation (UK or otherwise), delay by suppliers, accidents and shortage of materials, labour or manufacturing facilities. Should the Company be prevented from delivering in the above circumstances, it shall give the Buyer written notice of this fact as reasonably practical after discovering it. If the circumstances preventing delivery are still continuing six months after the Buyer receives the Company's notice, then either party may give written notice to the other cancelling the contract. If the contract is cancelled in this way, the Company will refund any payment which the Buyer has already made on account of the price (subject to deduction of any amount the Company is entitled to claim from the Buyer) but the Company will not be liable to compensate the Buyer for any further loss or damage caused by the failure to deliver.

To discuss any questions or queries you may have please contact us on 01622 807215 or send us an email on enquiries@kie-uk.com.

These terms were updated on 01/08/2019.

Focal Business Solutions Limited t/a Kent Industrial Electronics