

ROAD ANGEL™



Returns & Repairs Form

Dispatch Date: ____ / ____ / ____

Serial Number:

Customer name: _____

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Customer address:

Return address: (if different)

Contact number: _____

Email: _____

Fault Description: *Please give a comprehensive description of fault*

Enclosed Accessories: *Please list item with the fault where applicable*

TERMS & CONDITIONS

1. Your Road Angel Device is covered under Warranty 1 year from the date of purchase- covering all manufacturer defects that may occur with normal usage. Misuse is not covered within warranty.
2. This form must be fully completed and must accompany all Road Angel returns. See postal address below.
3. All returns must be sent to us by traceable postal services with adequate insurance. Road Angel cannot be held responsible for any missing units that have not been returned to us in this way.
4. We will not be able to return any packaging, if it's sent in to us in original packaging- we cannot guarantee the return of this.
5. If your return is a suspected power issue, please supply ALL charging accessories.
6. If the value of your repair is less than £80, the repair will be carried out without further notice.
7. We aim to repair your device within 7-10 working days, however it can take up to 28 working days to fully process and return your unit.
8. *a copy of Proof Of Purchase is required when sending in a unit under Warranty*
9. Units which are outside warranty will be subject to a repair fee, of not less than £25 upwards.
10. We reserve the right to send you repaired stock.
11. Please Also note if your device is sent in with a fault that cannot be seen or replicated in house with us - in can be subject to a £25 *NFF* No Fault Found Fee.
12. As part of the repair process we may update the firmware to the latest available version
13. Inspections/Test: A Fee of £30 (Inc. VAT) is payable and is non-refundable; however this can be deducted from any subsequent repair.
14. If your serial number has been scratched out this can VOID any warranty on your unit.

Office use only: Return ID: _____

Received by: _____

Date Received: ____ / ____ / ____

Unit Registered: YES / NO

Please return to:

ROAD ANGEL REPAIRS CENTRE
DB HOUSE
UNIT 3 RANI DRIVE
NOTTINGHAM
NG5 1RF

Repair costs:

• Screen Replacement	£80.00
• Battery Replacement	£70.00
• Speaker Replacement	£30.00
• Power Port Replacement	£45.00
• Firmware Update	£25.00
• Inspection/Test	£30.00
• Labour	£30/Ph