

CUSTOMER RETURNS FORM

If you do not receive both pages correctly, please contact us on +44 1903 522911

FAULTS AND REPAIRS

We can rarely diagnose a fault by telephone, so please send the faulty part of your unit to us, including a description of the fault, following the procedure below.

1. PLEASE Decontaminate/clean the product (see below) There will be a £15 fee added to your bill if it is deemed that the unit hasn't been cleaned appropriately.
2. Complete and Sign the Declaration of Decontamination.
3. Enter a description of the fault noted.
4. Send this completed form along with your compliments slip and **ONLY THE FAULTY PART** in a padded envelope/small box. (I.e. just the sphygmomanometer or just the Doppler unit. Please only send both if they both have a fault) using the address label provided on page 2.
5. **PLEASE DO NOT SEND THE CARRY CASE.**
6. We strongly recommend using Recorded or Special Delivery service.
7. After initial inspection (fee £65+ VAT) we will email you a full report and a REPAIR APPROVAL & ORDER FORM. This form must be completed and signed by a person who has the authority to approve the repair.

PLEASE NOTE:

- The fee of £65+VAT is waived if a repair or replacement is accepted.
- All service/repair work carries a 12 - month Warranty.
- We may recommend a replacement at a preferential rate if your unit is beyond repair.

DECLARATION OF DECONTAMINATION

IMPORTANT - PLEASE READ

This to protect our staff from unknown contamination and to avoid potential cross-contamination between products that are being serviced in our facilities.

(International Medical Quality Practice BS EN ISO 13485:2012)

WE ASK FOR THE FOLLOWING METHODS FOR DECONTAMINATION BEFORE SENDING IN THE UNIT:

LEVEL 3 - LOW-LEVEL CONTAMINATION

Low levels of particulate matter – NO liquid or dried-on non-bodily fluids – unit may appear clean.

METHOD: Using a soft cloth dampened with Antibacterial Surface Cleanser (e.g. Dettol, TecCare) carefully wipe over all surfaces.

LEVEL 2 - MEDIUM-LEVEL CONTAMINATION

Medium levels of particulate matter, dried non-bodily fluids, NO blood.

METHOD: Clean probes and unit with a solution of Milton diluted at a rate of 1 part Milton 2% (20,000 ppm of available chlorine) to 20 parts water. (Do not immerse in any cleaning liquid). (Milton is a solution of 2% sodium Hypochlorite)

LEVEL 1 - HIGH-LEVEL CONTAMINATION

Significant levels of particulate matter, blood, other bodily fluids

METHOD: Decontamination must be undertaken by a specialist company before returning the unit for service. Decontamination Certificate from the specialist company must also be included with the unit.

Please sign the decontamination declaration below and include this form with the goods that you are sending to us.

DECONTAMINATION DECLARATION

I confirm that this unit has been decontaminated in accordance with the indicated level of contamination (page 1) and that it is safe for inspection/service.

If the unit is not satisfactorily decontaminated, I am aware that a fee of £25 will be applied to the final charge.

If contamination is deemed serious (LEVEL 1), then I may have the unit returned to me unexamined.
I understand that in this instance, I will still be charged.

UNIT:

UNIT SERIAL NUMBER:

(5-DIGIT NUMBER INSIDE BATTERY COMPARTMENT)

TELEPHONE:

CONTACT EMAIL ADDRESS:

ACCOUNTS DEPT. EMAIL ADDRESS:

CONTAMINATION LEVEL: (SEE PAGE 1)

DATE:

AUTHORISED SIGNATORY:

PRINT NAME:

CORPORATE ENTITY (IF APPLICABLE):

PRACTICE NAME AND ADDRESS:

PLEASE DESCRIBE THE FAULT:

PLEASE SEND YOUR UNIT USING THE ADDRESS LABEL BELOW. THANK YOU.

Service Department
THAMES MEDICAL LTD
8A'Becket Gardens
WORTHING
West Sussex
BN13 2BW
United Kingdom

FINAL CHECKS BEFORE SENDING:

- 1) PLEASE ONLY SEND FAULTY KIT COMPONENTS.
- 2) PLEASE DO NOT SEND THE CARRY CASE.
- 3) ENSURE DECONTAMINATION HAS BEEN CONDUCTED.
- 4) ENSURE FORM IS FILLED OUT IN FULL.