

## CUSTOMER RETURN FORM

Company Name: _____	Your Reference: _____
Contact Name: _____	Date: _____
Address: _____	
City/Town: _____	
County/State: _____	Email: _____
Postcode/ZIP _____	Telephone: _____
Country: _____	Fax Number: _____

RETURN ADDRESS: Power Jacks Ltd, Balmacassie Commercial Park, Ellon, Aberdeenshire, AB41 8BX, Scotland, (UK)

Power Jacks Contact: _____	Power Jacks Sales Order Number: _____
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### Product Identification & Quantity:

Screw Jack	Linear Actuator	Bevel Gearbox	Machine Screw	Ball Screw	Roller Screw
Load Link	Load Shackle	Load Pin	Load Cell	Line Tensiometer	Load Cell Display
Other	Please Specify: _____				
Quantity:	_____				
Model Number(s):	_____				
Serial Number(s):	_____				
If no Serial Number Describe Product :	_____				

### Reason for Return:

Return Type:	Inspection	Service	Repair	Other
Please provide details for return (e.g. any faults, problems, concerns, special requests, special lubricants and finishes)	_____			
Warranty Claim:	Yes	No	_____	

### Select Required Services:

Note - a quotation will be sent for approval and order before work starts.

Visual Inspection	General visual inspection of product in delivered state. Visual inspection of dismantled product. Detailed inspection of any identified problem areas. Basic inspection report.
General Inspection*	Visual Inspection (as above) – PLUS detailed inspection and cleaning of every part. Inspection on all parts.
General Service*	General Inspection (as above). Replacement of all seals, lock washers, gaskets and sealant. Lubricant flush & new lubricant fill (if applicable). All bearings re-used where possible otherwise replaced. Any cause for concern or end of recommended life parts replaced. Assembly, function test (no load) and paint. All load monitoring equipment re-calibrated with certificate, new batteries fitted where required.
Detailed Service*	General Service – PLUS Detailed Inspection. All bearings replaced. Function test report. All load monitoring equipment has new electronics fitted (excludes display units). Also inspection and dimensional report.
Other Request (please detail)	_____

\*Only available for Power Jacks manufactured products.

### Terms & Conditions:

Power Jacks Standard Terms & Conditions of sale apply. A copy can be viewed on our website [www.powerjacks.com](http://www.powerjacks.com), alternatively a copy can be supplied on request.

The transportation to and from Power Jacks are not included in our offer. Power Jacks cannot be held responsible for any damages during transportation. On analysing a returned unit Power Jacks reserve the right to return it in existing condition (i.e. in parts). If nothing is agreed to, Power Jacks will discard the unit sent to Power Jacks after 6 months from date of arrival. Any disposal costs will be charged to the customer. Power Jacks take no responsibility for damaged/destroyed units due to circumstances beyond our control (fire, flood, theft, power failure etc.).

Name: _____	Signature: _____
Position: _____	Date: _____