



2 Pellew Arcade, Teign Street
Teignmouth, Devon, TQ14 8EB
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Repair Request Form

Our postal repair service is suitable for:

- GHD hair straighteners
- iPods
- Light fittings/table lamps
- Vacuum cleaners
- Dualit/Rowlett Toasters
- Kenwood Chef or Major food mixers

Our postal repair service is NOT suitable for:

- Televisions/DVD Players
- Radios (except aerial replacements)
- Cameras
- Game consoles
- Telephones
- Computers & Printers

Please print off and complete this form, then pack your item securely and send to the address above. We recommend using Royal Mail Special Delivery, which insures items for up to £500, or a suitably insured alternative. Customers should always obtain a certificate of postage for all items. If you are in any doubt about whether we repair your type of item, or wish to discuss your repair with us then please contact us before posting.

We require a small £5 deposit to cover the initial assessment fee. This can be included with your parcel as a cheque, postal order or cash (sent at own risk) or alternatively we can accept card payments by telephone. You have the option of requesting an estimate if the repair total is likely to cost over a specified amount (see below). Once your item is repaired we will contact you with the final invoice total to arrange payment and return postage.

Name: _____

Address: _____

Postcode: _____

Telephone: _____

Email: _____

Item Description: _____

Model Number (if applicable): _____

Serial Number: (if applicable): _____

Accessories Included (if applicable): _____

Description of fault: [note, please describe the symptoms in as much detail as possible as delays may occur if we need to contact you for further information.]

Please contact me with an estimate if the repair (including return postage) is likely to cost over:

£20 £30 £40 £50 £100 Other (specify): £_____

I enclose payment of £5 to cover the inspection fee by:

Cheque Postal Order Cash OR I will contact you with a card payment

Conditions of Service:

I understand that S.J. Newton Electrical Ltd is not responsible for any items which may be lost or damaged in the post. I acknowledge that S.J. Newton Electrical Ltd recommends using postal services with appropriate insurance for my item.

I understand that the minimum assessment fee is £5.00 which must be paid before my item can be inspected.

I understand that this is not an in-warranty service and that any in-warranty items should be repaired/replaced by the original retailer or manufacturer, or their authorised service agents.

I understand that I am responsible for backing up any hard drive or memory card data, if applicable, before sending in my item for repair. I agree that S.J. Newton Electrical Ltd is not responsible for any loss of data caused through necessary repairs or software alterations.

I agree that if, for any reason, I do not wish to go ahead with a repair that a return fee will apply if I require the item to be posted back to me.

I agree that if I have not paid or collected my item after three months from the date of repair that S.J. Newton Electrical Ltd may dispose of the item or re-sell the item in order to cover costs.

Customer Name: _____

Customer Signature: _____

Date: _____

