

Office Use Only

Account No.

Health & Safety - Instruction/Decontamination Certificate

Item 1	Model No.	
	Serial No.	
Item 2	Model No.	
	Serial No.	

To rectify or repair your equipment as efficiently and economically as possible, please give a clear description of the fault with any relevant information. This is particularly useful when tracing intermittent faults.

Tick as appropriate	
<input type="checkbox"/>	Complete service/repair up to the value? £
<input type="checkbox"/>	Quotation required
<input type="checkbox"/>	Manufacturer Warranty
<input type="checkbox"/>	Repair Warranty
<input type="checkbox"/>	Other – Please state:

Fault/Reason for Return

I declare that this item has been decontaminated, in accordance with the manufacturer's instructions, by:
(Please tick as appropriate)

<input type="checkbox"/>	Sterilizer/Autoclave
<input type="checkbox"/>	Chemical
<input type="checkbox"/>	Other means (state type)

Practice Name & Address

N.B.: Given their legal obligations, W&H (UK) Ltd reserve the right to decline to handle items not covered by a completed certificate, or charge for appropriate decontamination.

Name: (block capitals)	Tel:
Signed:	Dated:
Email:	

IMPORTANT: Please complete this decontamination declaration and return it with your instrument

Important Information

The following notes contain advice about repairs sent and the basis upon which the work will proceed.

Please send the following equipment with all components, so that the item can be tested as a complete unit:

- Scalers, including the tips
- Surgical Units, including motor cable and foot control

Note:

- Always remove burs/tips from handpieces; to minimize the risk of sharps injuries.
- For yours and our protection, please ensure that all 'sharps' are well wrapped.
- To minimize risk of loss, put small parts in a sealed envelope or bag inside the packaging

Returning your item, please ensure:

- that it is clearly and correctly addressed to W&H (UK) Ltd
- suitably packaged to offer appropriate protection
- includes all the correct paperwork
- shows your details on the outside of the packaging
- includes correct postage

Insurance

It is your responsibility to insure your property until it is received by W&H (UK) Ltd. The Royal Mail takes no responsibility for loss or damage of items sent via standard post, so please make sure that you use Special Delivery or a similar insured postage to send your repair.

W&H insures all parcels for loss or damage, when returning items to you.

Decontamination

It is prohibited to send infectious articles through the postal service, so please make sure all items are sterilized and the declaration form duly completed.

Quotations

In order to allow us to provide a 24-hour turn-around, work is accepted on the understanding that an estimate will only be provided if the cost of the repair exceeds 50% of the cost of a replacement. If the repair cost is expected to be higher then you will be consulted prior to commencement of the job.

Complaints

If you have any queries or complaints relating to the quality of any repair carried out, please email us within 14 days of receipt of the repair.

Warranty

All repairs carry a six-month warranty on the parts replaced.