SERVICE & REPAIR FORM

For inspection, servicing or repair requests that may fall outside the warranty route.

Please provide as much information as reasonably possible. We will not begin chargeable repair work until the proposed work and price have been explained or quoted and accepted.

1. Customer Details

Organisation / Company _____

Contact Name _____

Job Title (optional) _____

Email Address _____

Telephone Number _____

2. Product Information

Training System / Configuration _____

Product Serial Number _____

Order / Invoice Reference (if known) _____

Approx. Delivery / Purchase Date _____

Purchased From / Distributor _____

3. Reason for Request

[ ] Product fault [ ] Physical damage [ ] Electrical fault [ ] Preventative inspection [ ] Replacement part [ ] Other

If Other, please describe

4. Description of Issue

Please describe the issue, repair or service required.

When did the issue first occur? _____

Current operation: [ ] Not operating [ ] Partially operating [ ] Intermittent [ ] Other

5. Previous Repairs or Modifications

Please describe any previous repair, modification or relevant wiring change.

6. Supporting Information

Please attach where useful: [ ] Photographs [ ] Video [ ] Error screenshots [ ] Serial-number photo [ ] Other documents

7. Collection / Return

Collection address (only if different from normal address)

Preferred contact method: [ ] Email [ ] Telephone

8. Declaration

I confirm that the information provided is accurate to the best of my knowledge and understand that Rising Edge Automation may contact me for more information before arranging inspection, service or repair.

Name _____

Signature _____

Date _____

What Happens Next

- We acknowledge and review the request.
- We may request further information or troubleshooting.
- If a return is required, we provide shipping/return instructions.
- We assess warranty status where relevant.
- For chargeable work, we provide a quotation or clear price information before work begins.

Submit to: support@rising-edge.co.uk
Support: https://rising-edge.co.uk/support

For Internal Use Only

Service / Repair Reference _____

Date Received _____

Received By _____

Warranty status: [ ] In warranty [ ] Out of warranty [ ] To be assessed

Outcome: [ ] Advice provided [ ] Inspection required [ ] Quotation issued [ ] Repair approved [ ] Closed

Date Closed _____