

HTM01-05 Validation services

Bronze service

Pack your unit in a box with plenty of packing and send to:

Service Department
Walker Electronics Ltd
Collingham, Newark
Nottinghamshire
NG23 7LA

Your unit will be inspected on arrival. Should your unit require repair an estimate will be sent before we carry out any work. Small items (less than £5 in total) such as basket rubber feet, lid pads, small labels etc. will be replaced free of charge.

OPTIONAL: We can collect your unit for an additional charge but ONLY IF YOU HAVE THE ORIGINAL PACKAGING. Your unit will be validated and returned to you within 10 working days*. We will issue a validation certificate and a PAT test certificate both of which are valid for 1 year. These will be included when your unit is returned.

Silver service

The special packaging for your unit will be sent to you together with a courier return label. On receipt, pack your unit into the box, seal and attach the consignment label. Call us on 01636892410 quoting 'our reference' from the despatch note. We will arrange for your unit to be collected and return to us for inspection.

Your unit will be inspected on arrival. Should your unit require repair an estimate will be sent before we carry out any work. Small items (less than £5 in total) such as basket rubber feet, lid pads, small labels etc. will be replaced free of charge.

Your unit will be validated and returned to you within 10 working days*. We will issue a validation certificate and a PAT test certificate both of which are valid for 1 year. These will be included when your unit is returned.

Gold service

We will send you a loan unit similar or above the specification to yours. It will be delivered in specially designed packing. An invoice of £512.95 + VAT will be raised for the Q105 loan unit. DO NOT PAY THIS INVOICE. This is credited on the return of the loan unit. On receipt, remove the loan unit from the box, inspect it and make sure it operates correctly. When you are happy with its operation, pack your unit into the box, seal and attach the consignment label. Call us on 01636892410 quoting 'our reference' from the despatch note. We will arrange for your unit to be collected and returned to us for inspection.

Your unit will be inspected on arrival. Should your unit require repair an estimate will be sent before we carry out any work. Small items (less than £5 in total) such as basket rubber feet, lid pads, small labels etc. will be replaced free of charge.

Your unit will be validated and returned to you within 10 working days*. We will issue a validation certificate and a PAT test certificate both of which are valid for 1 year. These will be included when your unit is returned.

*** Providing your unit does not need repairing. All prices are plus VAT. E&OE.**