Service Exchange Unit Return Guidelines

The cost of a Service Exchange unit includes a deposit to ensure the return of a suitable unit for future use. To qualify for a full refund of this deposit, the following guidance should be noted.

**Return Details**

The equipment should be returned along with your order and vessel references. A simple table to complete is included as part of this document which will assist fast processing of the return.

**Return Date**

Cells must be returned within 30 days of dispatch of the outgoing exchange unit. Per exchange terms, credit will be deducted for late return until the core charge is exhausted.

**Shipping charges, duties and fees**

Cells should be return with terms DDP to the AtZ workshop in the UK. Any fees or duties passed by couriers or customs will be deducted from the service exchange deposit. Returned cells should not be declared as new items with full retail values – we suggest a nominal value of 100USD for customs purposes.

**Operating condition**

The cell should be functional and read 0ppm when tested with fresh water. Cells requiring significant cleaning or a repair to achieve a 0ppm reading will be liable for workshop labour deducted from the deposit.

**Cosmetic condition**

The cell serial number should be clearly visible. Tags with defaced, amended or missing markings will require repair.

Anti-tamper seals and stickers should be intact.

Minor wear and tear is acceptable, however bear in mind the good condition in which another customer will expect to receive an exchange unit. Significant corrosion, failure of metallic plating, physical damage to the housing, connectors, fittings or fasteners will mean repairs are chargeable and deducted from the deposit.

Thank you for your assistance – noting the above helps us to maintain a high quality and fast turnaround of your equipment.

|  |  |
| --- | --- |
| Yes Please | Problems to avoid |
| Customer Return Documents | No Documents or References |
| C:\Users\euan\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\6QH7MCYN\20190603_141033.jpg  Anti-tamper seals intact | C:\Users\euan\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\6QH7MCYN\20190603_135927.jpg  Modified or missing serial number |
| C:\Users\euan\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\6QH7MCYN\20190604_144836.jpg  Working condition | C:\Users\euan\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\6QH7MCYN\20190603_135937 (002).jpgC:\Users\euan\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\6QH7MCYN\20190408_154640.jpg    Significant corrosion damage |
| Well packaged and return within 30 days | C:\Users\euan\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\6QH7MCYN\20190207_082208.jpg  Damaged cables or connectors |

AtZ Service Exchange Return Document

Please completion with as much information as possible, and return in the packaging with your unit. If multiple items are sent, please include all device types and serial numbers.

|  |  |
| --- | --- |
| Customer Business Name |  |
| Vessel Name |  |
| Vessel contact Name |  |
| Vessel contact email  or telephone |  |
| Purchasing contact name |  |
| Purchasing contact email  or telephone |  |
| Customer Purchase Order number |  |
| AtZ purchase order or quotation number |  |
| Equipment Type / Model |  |
| Equipment Serial Number |  |
| Reason for return (please highlight) | Return for deposit refund?  Return to AtZ held customer stock?  Returning for calibration?  Returning for repair? |
| Additional notes on a fault or other instructions |  |

Please return equipment to:

AtZ Marine Deckma Service  
MIT Queenborough Shipyard  
South Street  
Queenborough [sales@atzmartec.com](mailto:sales@atzmartec.com)

Kent ME11 5EE +44 (0) 2380 455447

United Kingdom