

Mail Service Order Form

Name:

Contact Number:

Contact Email:

Preferred Contact Method:

Phone

Email

Return Address:

Special Instructions / Comments

Items Enclosed (Please Tick):

Computer

(Battery Change

Repair)

Quantity:

Make(s):

Comments (Leaks, Faults, Concerns, work to be done):

BCD/Wing

(Service

Repair)

Quantity:

Make(s):

Comments (Leaks, Faults, Concerns, work to be done):

Regulators

(Service

Health Check

Repair)

Quantity:

Make(s):

Comments (Leaks, Faults, Concerns, work to be done):

Terms and Conditions

- Equipment is sent to us at customers own risk. We recommend you use a traceable and insured service.
- Upon receipt of your equipment, we will contact you to inform you of successful delivery. Please ensure daytime contact details are supplied.
- For computers only, our standard turn around time is approx 1-3 days. This is an estimate and may be shorter *or* longer during peak periods; we will notify you if this is the case.
- For all other equipment, our standard turnaround time is 7 – 10 days from receipt of your equipment. This is an estimate and may be shorter *or* longer during peak periods; we will notify you if this is the case.
- Price includes standard service spares only. If additional items are needed, such as hoses, mouthpieces, clips and toggles, we will contact you for authorisation before undertaking any additional work.
- Unless requested, we do not service direct feed hoses or high pressure hoses.
- Kit will be set up as per the manufacturer's specifications. If you have specific needs or requests regarding your setup, please make a note on the form.
- We will contact you on completion of the work to arrange payment.
- All work must be paid for in full before the items are returned.
- Items will be returned via next day insured courier at your cost. Tracking details will be supplied. Please ensure someone is at the return address supplied to sign for them.
- A pick up service is available.
- All work is warranted for three months.
- We recommend that you try your equipment in either a pool or safe enclosed water environment before using it in open water.