



COLLECT AND RETURN
SERVICE LEVEL AGREEMENT – 1227967
CB POSTCODE CUSTOMERS ONLY

What the Agreement includes

- Collection of the instrument from you during our delivery rounds in the area
- Preventative maintenance service at our Cambridge facility where we:
 - (i) Inspect and test the instrument in its as received state
 - (ii) Take pre adjustment readings
 - (iii) Dismantle, clean and inspect key components
 - (iv) Re-fill storage solution in probes
 - (v) Replace batteries with less than 80% of specified voltage
 - (vi) Correct minor defects
 - (vii) Adjust the instrument parameters if necessary
 - (viii) Reassemble and test the instrument
 - (ix) Take final readings
 - (x) Supply calibration certificate including any advisory notes
 - (xi) Return the instrument to you using next day delivery
- Re-delivery of your instrument during our delivery rounds in the area
- Free collection and re-delivery of any instrument that fits in our van for repair works at Camlab
- Priority inspections of failed instruments within 1 working day of receipt
- Priority telephone and e-mail technical support from our service engineers
- 20% discount of the cost of repair of any instrument sent to our facility in Cambridge (including spares)
- Discounts off the renewal cost (when renewing within 30 days of the renewal date)
- Discounts off replacement instruments in the event it is considered beyond economical repair
- Discounts for multiple instruments
- Free re-delivery of your instrument(s)

Getting something ready for us

Please make sure you:

- (i) Label the package “Collect and Return Service item”
- (ii) Include a copy of the completed decontamination certificate in the package
- (iii) Let us know we are collecting and have it ready at the collection point



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Target re-delivery times

Cold plates, Colorimeters, Conductivity meter, Flexi meters, Flourimeter, Homogenisers, Hot plates, Jar Testers, LDO meter, Magnetic stirrers, Melting point apparatus*, PH meters, Photometers, Shakers, Spectrophotometers, Titrators, Turbidimeters, Vacuum pumps and Viscometers	We aim to get the instrument back to you next working day
Biochemical Oxygen Demand (BOD), Cooling baths, Cryometers, Osmometers, Water baths	We aim to get the instrument back to you within 2-3 working days

When the clock starts ticking

The clock will start ticking when:

1. We have received the instrument at our Cambridge facility
2. We have received a completed decontamination certificate (where applicable)
3. The instrument is covered by an existing and current Postal Platinum Same Day Service Level Agreement (annual contract)

Exclusions and limitations

- (a) The response times will not apply to any instrument that requires a repair. In this instance we will contact you to advise this on a quotation for the works.
- (b) The instrument must be returned with batteries, power supplies and main accessories otherwise we may not be able to start the works
- (c) This Service Level Agreement excludes weekends and public holidays
- (d) We can only accept a maximum of 5 instruments per customer per day

* We will need to know the temperatures before sending back to ensure we have the standards available