

Repair Request Form

Wildtalk Ltd
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communications for wild places

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Form 05/17

Returning Equipment.

- Please complete the form with as much information as possible.
- Return the radios without batteries unless requested or you would like the batteries testing.
- Only send the radio body.
- Only send the charger if you suspect the charger of being at fault.
- Use an insured delivery method such as Royal Mail Special delivery.
- If you would like Wildtalk to organise a courier to collect please email sales@wildtalk.com

Your Contact Details

Your Name

Your Address

Phone Numbers

Emails

Postcode

Your Equipment Details

Please describe fault as best as possible using the following or your own terms:

Is the fault with Transmit (Outgoing)? Or with Receive (Incoming)? If so is the problem RF (Signal- poor range) or perhaps the Audio is distorted or faulty (Speaker or Mic). Does the problem only occur under certain circumstances? Charging or case damage problems such battery clips or knobs missing should also be mentioned.

Equipment Type

Parts Sent

Serial Numbers

Fault

Equipment Type

Parts Sent

Serial Numbers

Fault

Equipment Type

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Fault

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Parts Sent

Serial Numbers

Fault

Repair Prices, Terms and Conditions.

Wildtalk tries where possible to minimise waste of electronic equipment. Old radios are often worth repairing as improvements in technology have had little effect on performance. An old radio will normally perform as well as new equipment. The main exception to this rule that newer equipment often has better batteries, charging systems and battery life.

With this in mind we offer a cost effective repair service as an alternative to replacement with new products. A repair is usually much cheaper for you and can usually be more profitable to us than selling you new equipment.

Quality of Repairs

We are licensed to repair radio equipment by OFCOM. The terms of the licence mean we have to complete work to the standards laid down by them. All radios will be repaired and tested to the specifications outlined in the licence. In practice this means radios will be repaired to a standard similar to the original manufacture. Specifications tested include: Receiver sensitivity and distortion. Transmit power levels, modulation and distortion. Signalling systems performance including Squelch, CTCSS, selective calling, etc.

Quotes

Quotes are given free of charge and no obligation is placed on the customer to accept them. The only cost of a declined quote is for return delivery of equipment.

Charges.

Items faulty under warranty and purchased from wildtalk will not be charged for. Prices are exclusive of VAT. **Charges** are based on: **Labour Time + Parts + Return Delivery** or Fixed Price Repair

Labour Time and Charges

The time taken to complete the repair is based on a period of 15 minutes. **The rate for 15 minutes is £12.50** If a batch of repairs are undertaken and one radios take 10 minutes and another 20 minutes then you will be billed for 30 minutes work This gives a more cost-effective repair for you the customer and simplifies the invoicing for wildtalk. Typical repairs take 15 to 30 minutes. If a repair is likely to take longer than 30 minutes it may be uneconomical. We do not make any charge if we cannot repair the radio other than the cost of returning it to you.

Parts.

Parts are charged at wildtalk list price.

Return Delivery

Return delivery is charged at cost and is insured and signed for. The courier is usually Royal Mail Special Delivery or Private Courier.

Fixed Price Repair.

This price is for certain equipment only and refers to the total cost of part, labour and delivery. The scope of the work included in a fixed price repair will be stated with the quote.

Batteries.

Batteries are sealed units so are non-repairable. A suspect battery is best tested in use by the user. If the users feel battery life is insufficient then it should be replaced. For this reason please do not return batteries to us as we have no special equipment to test them.

Loss in Transit

Goods sent to wildtalk should be sent by a secure method such as Royal Mail Special Delivery. Wildtalk cannot accept any liability for goods lost in transit to wildtalk.

Goods returned by wildtalk will be sent using an insured method. We can only accept liability for lost in transit from wildtalk for the value of the goods which we will endeavour to replace with identical or similar equipment in similar or better condition. We cannot accept liability for loss of earnings or other inconveniences caused by loss in transit.

Repair Time

Goods sent to wildtalk will be repaired within 5 working days subject to availability of spares. Spares availability is however a huge variable and can often delay repairs for long periods. The estimated time taken to complete the repair will be supplied with the repair quote, however we cannot guarantee this time as we are subject to the vagaries of manufactures spare supplies.

Possibility of Repairs

Most commercial radio equipment was manufactured and designed to be repaired. However manufactures only provide spares for a limited period after manufacturing has ceased. In this instance we will use parts retrieved from unserviceable equipment in lieu of new parts. We will advise you of this if it will affect performance in any way.

Water damage is usually un-repairable due to circuit board corrosion. Occasionally an effective repair can be made but due to the nature of corrosion the equipment can go faulty without warning. Any water damage will be noted with the quotation.