

Curtis Warranty Returns Form



CURTIS

How to use this fillable PDF form:

1. Download form to your desktop.
2. Complete all fields.
3. Email to Customer Service, Curtis UK by using the blue "SUBMIT" button at the bottom of this page, or print and fax to 01604 885227.
4. To print, use blue "PRINT" button at bottom of page.

CUSTOMER INFORMATION

Company Name:

Date:

Contact Name:

Account Number:

Bill to Address:

Ship to
Address:

Phone:

Fax:

Email:

Some testing/failure analysis procedures used will incur charges if the item is out of warranty. Please provide a purchase order number (or signature) below, to authorise our actions on your behalf:

Purchase Order:

Signature: _____

PRODUCT DETAILS

Quantity:

Curtis Part/Model No:

Serial Number:

Please provide details of
the reported issue:

SERVICE OPTIONS

Test Only

Out of warranty unit.

Warranty Investigation

ID's warranty validity and
test/repair options.

Failure Analysis

Determine root cause
of failure and produce
report. Methods may
render unit unsuitable for
return after completion.

Repair Only

If possible, out of
warranty unit.

Programming

Speed controllers, chargers.

Where possible, should Curtis return your item after completion of request?

Carriage will be charged

Yes

No

NOTES:

- Complete and return form before returning the item.
- Any missing information may delay the processing of your service request.
- Once received, a returns number (RMA) will be issued, along with instructions of how/where to return your item.
- Evaluations will take apx 3 weeks and standard lead times apply for replacement parts.
- Items returned must be in a clean condition or they will be subject to an additional cleaning charge.