

RETURN FORM

Name:	
Adress & phone number:	
Returned item(s) with their Serial Numbers (if applicable):	
Date of purchase:	
Distributor / vendor:	
Description of the problem: (full description of the problem with photos, if necessary, place in the ticket system on help.divecomputer.eu)	

General Terms and Conditions of Service

- When sending a product for repair service, make sure you have obtained the RAN number and write it on the return form. A product sent without a RAN number will not be checked until the RAN number is provided.
**To obtain a RAN number, open a ticket (requires logging in) in the ticket system at: www.help.divecomputer.eu.
Ticket number = RAN.**
- If you are sending several items for repair service, please obtain the RAN number for each one of them.
- Returned items must be sent without additional accessories. The service point is not responsible for their damage or loss.
- If you send the item for warranty repair, make sure you have attached all necessary documents:
copies of the proof of purchase and a signed Return Form along with acceptance of the service conditions.
Any product sent back without the required documents will not be accepted for warranty repair, it can be accepted to standard service repair (paid).
- In the case of standard service repairs, the service will be able to provide the service cost after assessing the condition of the product and determining the scope of repairs required. **The cost of diagnosis for one product is € 5.**
- Shipping costs of the product accepted for the standard service repair, both to and from the service are covered by the customer. In the case of warranty repairs, the cost of shipping to the service point is covered by the customer, the cost of the post-service return to the customer is covered by the service point.
- The service will proceed to the repair of the product accepted for the standard service repair after full payment for the service work is received (repair cost + cost of the diagnosis + cost of return shipment).
- If the customer does not accept the repair costs, the product will be sent back in the state in which it was received for service, after paying for the cost of diagnostics and return shipment.
- If the customer does not accept the repair costs, the product will be sent back in the state in which it was received for service, after paying for the cost of diagnostics and return shipment.

Terms of warranty repair

1. Divecomputer.eu product is guaranteed against manufacturing and workmanship defects for 12 months from the original date of purchase.
2. The warranty is valid only with the sales receipt / invoice and filled and signed return form, both should be obligatorily sent with the complaint item(s). Should you need to contact us and make a claim, go to the Customer Service Centre at help.divecomputer.eu and follow the instructions given there.
3. The claim will be considered within thirty days.
4. Manufacturer's only obligation if such defects happen during this period is to repair or replace the defective part or product at manufacturer's sole discretion.
5. Manufacturer is not responsible for any damages to any equipment and accessories used with divecomputer.eu product.
6. The delivery cost of the complaint item to the distributor/service point is covered by the Sender and it is Sender's responsibility to protect the complaint item(s) for the time of transport against any damages or loss.
7. The delivery of the complaint item back to the distributor/Sender is covered by the service point provided the service / repair falls under warranty conditions. In case of repairs that are not covered by the warranty, the delivery costs to and from the service point are covered by the Sender.
8. Decision whether service of the complaint item(s) should be treated as covered by the warranty or not is taken only by an authorised service point of divecomputer.eu product.
9. The complaint item(s) together with the signed warranty and the copy of sales receipt should be sent back to the distributor it was purchased from or to the service point if both parties agree on that.
10. Any damages to the product resulting from misuse, improper storage, neglect, failure to perform maintenance as instructed or accident as well as any unauthorized repairs, service and/or modifications are not covered by the warranty.
11. Any unauthorised opening of the dive computer's housing, any inner modifications and/or service work immediately voids the warranty.
12. The warranty in particular does not cover:
 - mechanical, chemical, thermal or deliberate damages;
 - damages resulting from using the product below its certified depth of 100m;
 - damages resulting from flooding;
 - damages resulting from improper usage and storage of the equipment;
 - damages resulting from usage of unauthentic / improper battery;
 - damages resulting from User's fault or ignorance;
 - damages resulting from unauthorised opening of the product;
 - damages resulting from use of the product contrary to its intended use and instructions given in user's manual;
 - wear and tear of the equipment, codura covers, protective cases and/or bags.
13. The above mentioned damages are repaired for a fee. The total cost of service will be given before starting any service works. The service point will not start any service work until the full amount for the repair/service is paid. The service point will not start any service work until all steps from Point 2 of the Warranty are fulfilled.
14. Manufacturer assumes no liability for any loss, damage, accident or death or any claim related to / resulting from the use of divecomputer.eu products.

I declare that I accept the General Terms and Conditions of Service, Terms of Warranty Repair and

1. In the case of sending the product to the service, which will be found fully operational, there will be a service fee payable. I agree to pay the service fee in full.
2. If a product is sent to the service, the repair / service is not covered by the warranty there will be a diagnostic fee charged. I agree to pay the fee in full.
3. I agree to cover the shipping costs from the service point and back to the sender in both of the above cases.

.....
date and signature