

## Repair Request Form

Release 4 – Dec 2025

Submitting this form constitutes your consent to the terms and conditions outlined at the bottom.  
Please fill in the details for each item returned.

Company:
Contact name:
Email address:
Phone number:
Shipping / return address:

<b>Item 1</b>	Equipment:	
Serial number:	Purchased on (if known):	
Under warranty:	Type of request:	
Repair authorisation limit (e.g. "Proceed with repair up to £___ without approval")	Pre-authorisation PO number (for calibration):	
Problem description		
Symptoms / fault observed (Send data files to show the symptoms, failures, if available)		
When the fault first occurred		
Any error codes or messages (Send screenshot of code or message, if available)		
Has the equipment been decontaminated?	Declaration	Date

<b>Item 2</b>	Equipment:	
Serial number:	Purchased on (if known):	
Under warranty:	Type of request:	
Repair authorisation limit (e.g. "Proceed with repair up to £___ without approval")	Pre-authorisation PO number (for calibration):	
Problem description		
Symptoms / fault observed (Send data files to show the symptoms, failures, if available)		
When the fault first occurred		
Any error codes or messages (Send screenshot of code or message, if available)		
Has the equipment been decontaminated?	Declaration	Date

<b>Item 3</b>	Equipment:	
Serial number:	Purchased on (if known):	
Under warranty:	Type of request:	
Repair authorisation limit (e.g. "Proceed with repair up to £___ without approval")	Pre-authorisation PO number (for calibration):	
Problem description		
Symptoms / fault observed (Send data files to show the symptoms, failures, if available)		
When the fault first occurred		
Any error codes or messages (Send screenshot of code or message, if available)		
Has the equipment been decontaminated?	Declaration	Date

<b>Item 4</b>	Equipment:	
Serial number:	Purchased on (if known):	
Under warranty:	Type of request:	
Repair authorisation limit (e.g. "Proceed with repair up to £___ without approval")	Pre-authorisation PO number (for calibration):	
Problem description		
Symptoms / fault observed (Send data files to show the symptoms, failures, if available)		
When the fault first occurred		
Any error codes or messages (Send screenshot of code or message, if available)		
Has the equipment been decontaminated?	Declaration	Date

## Repair Service Terms and Conditions

(For equipment returned to our Service Department)

Revision: 1.1

### 1. Introduction

- 1.1. Please read this document carefully, as it will tell you everything you need to know about the terms and conditions on which we will deal with each other.
- 1.2. These Terms and Conditions ("Terms") apply to all repair, inspection, servicing, and evaluation work ("Services") carried out by **Guided Ultrasonics Ltd** ("GUL", "we", "us").
- 1.3. By returning equipment to GUL for inspection or repair, you ("Customer", "you") agree to be bound by these Terms.

### 2. Customer Responsibilities

2.1. Before returning any equipment to Guided Ultrasonics Ltd ("GUL"), the Customer must complete and submit the official GUL Repair Request Form.

This form must be completed correctly, emailed to [repair@guided-ultrasonics.com](mailto:repair@guided-ultrasonics.com), and a printed copy must be included in the shipment. The current Repair Request Form is available at:

<https://www.guided-ultrasonics.com/wp-content/uploads/2025/11/2020-01-10-Repair-Request-Form-Release-3.pdf> or via the Repair section of our website.

- 2.2. If equipment is returned without a completed Repair Request Form, GUL may need to charge additional investigation fees, and the processing of the equipment may be delayed.
- 2.3. The Customer must ensure that all information supplied on the Repair Request Form (equipment details, serial numbers, accessories included, fault description, contact person, PO if available) is complete and accurate.
- 2.4. The Customer is responsible for properly packaging the equipment for secure transit. GUL is not liable for damage or loss occurring before the equipment is received at GUL's facility.
- 2.5. Any third-party items not needed for the diagnosis should be removed prior to shipment unless requested explicitly by GUL.

### 3. Repair Process

- 3.1. All repairs are subject to an initial inspection and diagnostic assessment.
- 3.2. Following assessment, GUL will provide a quotation for repair costs, including labour, parts, calibration (if applicable), and shipping.
- 3.3. The initial inspection and diagnostic assessment will primarily concentrate on the issues reported by the customer through the Repair Request Form (see point 2.1). However, if GUL discovers any additional faults, they will include the estimated repair costs for these issues in the repair quotation, on a best-effort basis.
- 3.4. No repair work will commence until GUL receives written approval or a purchase order referencing the quotation.
- 3.5. If equipment is found to be **beyond economic repair**, **obsolete**, or **parts no longer available**, GUL will advise you accordingly.
- 3.6. After receiving a purchase order, if any major repair items needing extra costs are identified, a revised quote will be issued. The customer can then either accept the new estimate by providing a revised PO or cancel the original order.

### 4. No Fault Found (NFF) / Inspection Fee

- 4.1. If no fault is found, or if the Customer chooses not to proceed with the repair after receiving a quotation, an inspection/diagnostic fee may be charged in accordance with the current GUL Service Fee Schedule.
- 4.2. The Customer will also be responsible for return shipping charges in NFF or no-repair cases, as set out in the current GUL Service Fee Schedule.
- 4.3. GUL will notify the Customer of the applicable fee before proceeding with any chargeable NFF or inspection activity.

### 5. Warranty Repairs

- 5.1. GUL product warranties are subject to the original GUL Warranty Terms in force at the date of purchase.
- 5.2. Equipment returned under warranty does not require proof of purchase, provided GUL is able to verify the product's warranty status using the unit's physical and electronic serial number. Warranty validation is based on GUL's internal records.
- 5.3. Warranty does not cover:
  - Misuse, accidental damage, improper storage, water ingress, mechanical shock
  - Consumables
  - Unauthorised repairs or modifications
  - Normal wear and tear
- 5.4. If the fault is determined **not** to be covered by warranty, a quotation will be issued and the repair will proceed only with Customer approval.

### 6. Out-of-Warranty Repairs

- 6.1. Out-of-warranty repairs are fully chargeable.

6.2. All prices are exclusive of VAT (where applicable) and exclusive of shipping costs.

6.3. Prices may change at any time, but quoted prices remain valid for the quotation period stated.

#### 7. Turnaround Times

7.1. Repair turnaround times are estimates only and may vary depending on workload, parts availability, and the nature of the fault.

7.2. GUL aims to complete repairs within **14 days** from the date we receive the Customer's purchase order (PO) or written approval of the quotation, provided all required information has been supplied, and all necessary parts are available.

7.3. Although GUL will make reasonable efforts to meet this target, repair times are not guaranteed, and GUL is not liable for any losses resulting from extended turnaround times.

#### 8. Loan Equipment (if applicable)

8.1. GUL does not routinely provide loan equipment. However, where operationally feasible and subject to availability, GUL may offer a chargeable rental unit to support the Customer during the repair period.

8.2. Any rental equipment will be provided under the applicable GUL Rental Terms & Conditions, and rental charges will be applied in accordance with the current GUL Service Fee Schedule. GUL may, at its sole discretion, apply a discount to the rental fee where the rental is directly associated with a repair in progress.

8.3. The Customer is fully responsible for the care, use, insurance, and safe return of any rental equipment supplied. Any loss, damage, or misuse may result in additional charges.

8.4. Rental equipment must be returned promptly at the end of the rental period or immediately upon request by GUL.

#### 9. Return Shipping

9.1. All repaired or inspected equipment will be returned to you using a courier service selected by GUL unless you specify otherwise.

9.2. The Customer bears responsibility for the freight terms for return shipping (CPT according to Incoterms 2020), along with customs duties, taxes, including import VAT, and insurance.

9.3. Title and risk pass to the Customer once the equipment is handed to the courier.

#### 10. Guarantee for Repair Work

10.1. GUL guarantees repair labour and any replacement parts fitted for **12 months** from the date the equipment is returned to the Customer, unless otherwise stated in writing.

10.2. This guarantee covers only the specific fault repaired and the particular parts replaced.

10.3. Faults arising from different causes, unrelated components, misuse, accidental damage, environmental conditions, or normal wear and tear are not covered by this repair guarantee.

10.4. The guarantee is void if the equipment is opened, modified, or repaired by any party other than GUL during the guarantee period.

#### 11. Customer Data & Calibration Records

11.1. Any data, logs, or configuration files stored on returned equipment may be lost during diagnosis or repair. It is the Customer's responsibility to back up data beforehand.

11.2. Calibration certificates, where applicable, will be provided according to GUL's calibration standards.

#### 12. Safety Requirements

12.1. You confirm that the equipment is safe to handle and free from contamination (chemical, radiological, biological, or otherwise).

12.2. GUL may refuse to service equipment that poses a safety risk.

#### 13. Payment

13.1. Unless otherwise agreed in writing, payment terms are 30 days from the invoice date. However, GUL reserves the right to require full or partial pre-payment before commencing any work or before releasing repaired equipment, particularly in cases where the Customer has an outstanding balance, a poor payment history, or is otherwise assessed by GUL as a higher-risk account.

13.2. GUL reserves the right to charge interest on overdue invoices in accordance with the UK Late Payment of Commercial Debts (Interest) Act.

#### 14. Limitation of Liability

14.1. GUL is not liable for:

- Loss of profit, business interruption, loss of revenue
- Loss of data or calibration settings
- Consequential, indirect, or special damages
- Delays due to circumstances outside GUL's control

14.2. Nothing in these Terms excludes liability for death or personal injury caused by negligence, fraud, or any other liability that cannot be excluded under UK law.

#### 15. Export Controls

- 15.1. Certain GUL products are subject to UK export laws (including UK Strategic Export Control Lists).
- 15.2. You confirm that you will comply with all applicable export control regulations.
- 15.3. GUL may refuse service where required by regulation.

#### 16. Force Majeure

- 16.1. GUL is not responsible for delays or failures caused by events outside its reasonable control.

#### 17. Changes to Terms

- 17.1. GUL may amend these Terms at any time.
- 17.2. The version in force at the time the equipment is received by GUL will apply to that repair.

#### 18. Governing Law

- 18.1. These Terms are governed by English law.
- 18.2. Disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

#### 19. Other Important Terms

- 19.1. This contract is between you and us. No other person shall have any rights to enforce any of its terms.
- 19.2. Each of the paragraphs of this agreement operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- 19.3. If we fail to insist that you perform any of your obligations under this agreement, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations. If we do waive a default by you, we will only do so in writing, and that will not mean that we will automatically waive any later default by you.