Repairs Procedure

A step by step guide to your repair.

1 For traceability, an RMA label is required for each unit returned for repair. To obtain a label, please contact the technical support team on 01159 640144 or email them at technical_support@uk.interactivecoding.com with your fault and serial number to hand.

2 Print the RMA label and package your equipment suitably for shipping. Please apply the label to the outside of the box so that the RMA label is clearly visible.

3 Send it back to us:
Olympic House, 1 Willow Drive,
Sherwood Business Park, Annesley,
Nottinghamshire, NG15 0DP

4 We will email you to confirm receipt of your equipment on the day of arrival. Once our engineer has carried out the evaluation of the unit, we will send an itemised breakdown of the costs including parts, carriage and labour.

5 Once we have your authorisation, we will carry out the required work. We will then email you a copy of the completed repair report and confirm your delivery date. Any spares or consumables items you require can also be sent out at the time, providing an opportunity to save on carriage charges.

i Please note: We will hold equipment awaiting authorisation on site for up to 3 months, after this time it will be returned unrepaired and carriage will be invoiced.

RMA label

Repairs

☆ SafeContractor
⩕ Clearmark ⩕

Clearmark Solutions Ltd.
OLYMPIC HOUSE

Olympic House, 1 Willow Drive,
Sherwood Park, Nottingham,
NG15 0DP

RMA Number:	
ICE Contact Name:	
Return Type:	10015
Item:	Richard Flair
Serial Number:	Inhouse Repair
Action Required:	Zodiac Plus, LH HS, 53mm - Part No: 405706
Customer Name:	
Contact Name:	RMA (Chargeable)
	Veggie World
Return Address:	Joe Bloggs
Alternative Address:	1 Carrot Close Turnipton Lettuce
Additional Information:	
	Inhouse Repair

Repair evaluation form

Repairs

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Zodiac Hawk Evaluation Form

		RMA	
Company Name		Date	
Reported Fault		E Technician	
Machine Type		R Technician	
Serial No Printer/So		Belt Tension	
Serial No Cassette		Head to Platen Gap	
Iassure Status		Printhead S/N	
Software Version I		Software Version O	
Mode		Location	
Ribbon Used		Archive/Clone Tak	

Engineer Comments & Parts Required

Item Code	Description	Qty	Price
			£0.00
	Labour	1	£15.00
36004	Carriage		£15.00
28001	Total		