



# Customer service form

06/2016

Palm ref

Store ref

Name / store ..... Address .....

Telephone ..... .....

Mobile ..... City .....

E-mail ..... County .....

Postcode .....

Country .....

Product name ..... Size .....

Reason for return  Service complete section A  Warranty complete section B  Other complete section B

## A

### ORDER A SERVICE

*We will contact you for payment by debit card or BACS.*

*Please make cheques to*

*Palm Equipment*

*International Ltd.*

Latex	Neoprene	Fabric socks
Ankle seal (single) £23.50 <input type="checkbox"/>	Ankle seal (single) £28.50 <input type="checkbox"/>	Sock (single) £33.50 <input type="checkbox"/>
Ankle seal (pair) £36.50 <input type="checkbox"/>	Ankle seal (pair) £44.50 <input type="checkbox"/>	Sock (pair) £53.50 <input type="checkbox"/>
Wrist seal (single) £23.50 <input type="checkbox"/>	Wrist seal (single) £23.50 <input type="checkbox"/>	<b>Other services</b>
Wrist seal (pair) £36.50 <input type="checkbox"/>	Wrist seal (pair) £36.50 <input type="checkbox"/>	Zip replacement £POA <input type="checkbox"/>
Neck seal (single) £33.50 <input type="checkbox"/>	Neck seal (single) £33.50 <input type="checkbox"/>	Water test £20.00 <input type="checkbox"/>
Neck & wrist set £58.50 <input type="checkbox"/>		Other repairs (from £30.00)

*Shipping*

*UK mainland free of charge.*

*Other regions POA.*

## B

### REASON FOR RETURN (please describe, draw or include an image highlighting the location and issue)

Attached proof of purchase

Yes  No

Purchased from ..... Purchase date .....

### EQUIPMENT MUST BE CLEAN & DRY AND RETURNED WITH A PRINTED COPY OF THIS FORM

Customer Services, Palm Equipment International Ltd. Kenn Business Park, Kenn Road, Clevedon, Somerset, BS21 6TH, UK.

Tel: +44 (0) 1275 798 100 Fax: +44 (0) 1275 798 110 E-mail: customerservices@palmequipmenteurope.com

What next? After receiving your gear we will check the item and contact you.

We aim to repair and return all items within 15 working days, please allow for busy periods.

Palm Equipment International Ltd products are guaranteed for twelve months from the date of consumer purchase. This guarantee is only valid to the original retail purchaser (consumer) against defects in material and workmanship. If a product is found to be defective during the first twelve (12) months of use due to a manufacturing failure, Palm Equipment International Ltd will repair or replace at our option any defective part. The product may be sent directly to Palm or to your represented distributor or retailer (carriage/freight prepaid). For warranty claims, you must enclose the original invoice or receipt number and date of purchase, along with your name, address and a daytime contact telephone number or email address. Products outside of the warranty can be repaired (please see service list). Each garment is assessed individually and you will be advised on costs before repairs are undertaken. This guarantee does not cover normal wear and tear, nor damage resulting from abuse, alteration or unauthorised repair. Due to the vulnerability of latex seals and fabric socks, no guarantee can be given on these once the garment has been worn. Clothing must be clean and dry before being sent back for warranty and repair work. Wet or dirty products will not be repaired and will be returned to you. Please allow up to fifteen (15) working days for your items to be returned.