



REPAIR PROCEDURE FOR NON-EU CUSTOMERS

A. Warranty Repairs

1. Get a repair number

In order to send equipment for repair purposes you will need a repair authorization number, an RA#. Multicare Electronics will give you this RA#. You can contact them by phone on +44 113 279 1255, or by email pelco@multicare.org.uk. Please don't forget to have the serial number and fault description of the product that you would like to send ready.

2. Send the product

Mark the RA# clearly visible on the outside of the box in which you will send the product. If the RA# is not visible, the repair center will not treat it as a priority. You can send the faulty unit to our freight forwarder in the Netherlands. The address details are as follows:

FedEx SCS
De Run 4255
5503 LM Veldhoven
The Netherlands
Contact: Charlotte van Buul

Please make sure that the goods will be send with DHL, UPS, FedEx or TNT and will be delivered with a T-1 document, which will be cleared at FedEx SCS. Please send a copy of the shipping invoice and the tracking # to the Pelco Europe office.

3. Return after repair

As soon as the product has been repaired it will usually be send back to you by UPS, directly from Multicare. The return after repair involves no further costs for you.



B. Non-Warranty Repairs

1. Get a repair number

See warranty repairs.

When Pelco Europe identifies from the serial number that the product is out of warranty, or when the product is damaged in such way that warranty no longer applies, the product will be treated as a non-warranty repair.

2. Send the product

See warranty repairs.

As soon as the product has arrived at the repair center, they will examine the product and confirm you an estimated repair cost.

If you agree to this repair cost, Multicare will ask you to confirm this with an order number. As soon as they have received this order number they will start the repair. You will also need to let Multicare know if you want the product to be returned with a forwarder of your choice. If not confirmed we will go from the assumption that you've chosen UPS.

3. Return after repair

As soon as the product has been repaired it will be send back to you. This return will happen at your expenses. UPS, or the forwarder of your choice, will pick-up the repair at the repair center and will ship the product back to you.

Non account holders will receive a proforma requesting payment on repair completion.

4. Questions regarding Multicare

If you have questions regarding your repair, please contact Multicare Electronics directly:

Phone: +44 113 279 1255

Email: pelco@multicare.org.uk

If you have questions regarding shipping, please contact Wendy van der Rijt:

Phone: +31 40 291 4131

Email: wvanderrijt@pelco.com

For any other question related to your repair, please contact Technical Support:

Phone: +31 40 291 4110

Email: emeasupport@pelco.com