

Test and Repair Service

Returns Authorisation

To allow smooth handling of the test and repair service, all returns must firstly be approved by LC Automation. This is easily done by contacting our Service Department or Internal Sales desk by telephone or email.

Tel: **01254 685900** for Blackburn Head Office
 01249 460099 for Chippenham Office

Email: **service@lca.co.uk**
 sales@lca.co.uk
 sales.chippenham@lca.co.uk

Because our service offering is in support of our customers, we normally only offer this service for products originally purchased from us.

When you contact us we will ask for the following minimum level of information about the product:-

- **Manufacturer's product code**
- **Serial number**
- **Approximate age of the product**
- **Your original order reference if possible**
- **Fault description**

We will then trace the product on our order processing system and issue an RN authorisation. The RN will be emailed to you confirming the details, and stating the agreed actions. ***A copy of the RN should accompany the product when you return it.***

Please appreciate that we cannot handle any return without the RN authorisation.

All goods returned should be accompanied by a copy of the RN note and sent to:-

**Service Department
LC Automation Limited
Duttons Way
Shadsworth Business Park
Blackburn
Lancashire
BB1 2QR**

Upon receipt we will inspect, or test, the product to make an initial assessment of the possibility of repair; if the time needed to complete this initial stage is less than half an hour, it will be at zero cost to our customer. We will then discuss our findings with you to determine the next step.

If the required test exceeds half an hour, or you want us to perform further tests, or the need is to return the product to the original manufacturer to get a budget repair cost; then we will advise you of any test or shipping fees involved and seek authority and a purchase order to cover the costs.

When the investigation is complete and we have a cost for the repair we will quote for this, and seek authority and a purchase order from you for this work. All quotes for repair will be valid for 30 days after which we may consider the repair as not being required. If the subsequent repair is not required we will dispose of the product at our cost, or return it to you at your cost, whichever is preferable.

If after seeking authority for the actions above, and after a reasonable time, we cannot get a definitive answer or purchase order, we will delete the RN note and dispose of the product.

BLACKBURN - NORTHERN AREA SALES/HEAD OFFICE

LC Automation Ltd
Duttons Way, Shadsworth Business Park,
Blackburn, Lancashire. BB1 2QR
Tel: 01254 685900 Fax: 01254 685901
Email : sales@lca.co.uk

CHIPPENHAM - SOUTHERN AREA SALES OFFICE

LC Automation Ltd
12 Cavalier Court, Bumpers Farm Estate,
Chippenham, Wiltshire. SN14 6LH
Tel: 01249 460099 Fax: 01249 461199
Email : sales.chippenham@lca.co.uk



www.lcautomation.com