

DEA Fault Report Log



OFFICE USE ONLY

DEA Returns Number:

Please complete this form clearly using capital letters. One log per item.

Customer Information:

Company name:

Contact person:

Contact number:

Product Information:

Purchased from:

Date purchased:

Product & Model number:

Serial number:

Description of fault:

I agree to the following DEA fault returns policy:

- Complete a DEA fault report log (can be obtained by contacting DEA or downloading from www.deagateautomation.com/technical.php);
- Return your faulty item along with the report log;
- A member of the DEA technical team will carry out an assessment;
- DEA will either recommend a replacement or carry out necessary repairs;

Please note:

*An invalid fault description or incomplete form will delay the lead time on your parts.

**Parts and labour costs will apply to products without valid warranty.

***Direct replacements will NOT be provided until the item in question has been returned with the correct completed paperwork (DEA Fault Report Log), and is deemed faulty by our technical team.

**** Due to limited storage, repaired products can only be retained on DEA premises for 60 days from the resolved date. After which they will no longer be available.

Customer Signature:

Date: