



SAME DAY

POSTAL PLATINUM SERVICE LEVEL AGREEMENT – 1208706

Target time: Same day We aim to complete the maintenance / calibration / verification on the same day we receive your instrument	Guaranteed time: Next day We will complete the maintenance / calibration / verification within 24 hours of receiving your instrument
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What the Agreement includes

One preventative maintenance service at our Cambridge facility where we:

- (i) Inspect and test the instrument in its as received state
- (ii) Take pre adjustment readings
- (iii) Dismantle, clean and inspect key components
- (iv) Re-fill storage solution in probes
- (v) Replace batteries with less than 80% of specified voltage
- (vi) Correct minor defects
- (vii) Adjust the instrument parameters if necessary
- (viii) Reassemble and test the instrument
- (ix) Take final readings
- (x) Supply calibration certificate including any advisory notes
- (xi) Return the instrument to you using next day delivery

and

- (xii) Priority inspections of failed instruments within 1 working day of receipt
- (xiii) Priority telephone and e-mail technical support from our service engineers
- (xiv) 20% discount of the cost of repair of any instrument sent to our facility in Cambridge (including spares)
- (xv) Discounts off the renewal cost (when renewing within 30 days of the renewal date)
- (xvi) Discounts off replacement instruments in the event it is considered beyond economical repair
- (xvii) Discounts for multiple instruments
- (xviii) Free re-delivery of your instrument(s)

When the clock starts ticking

The clock will start ticking when:

1. We have received the instrument at our Cambridge facility
2. We have received a completed decontamination certificate (where applicable)
3. The instrument is covered by an existing and current Postal Platinum Same Day Service Level Agreement (annual contract)



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Exclusions and limitations

- (a) The instrument(s) must be received by Camlab before midday
- (b) The target and guaranteed response times will not apply to any instrument that requires a repair. In this instance we will contact you to advise this on a quotation for the works.
- (c) The instrument must be returned with batteries, power supplies and main accessories otherwise we may not be able to start the works
- (d) This Service Level Agreement excludes weekends and public holidays
- (e) We can only accept a maximum of 5 instruments per customer per day

If we fail to meet the guaranteed receipt to dispatch time

You can request a refund of 10% of the pro rata individual instrument price on the Postal Platinum Same Day Service Level Agreement (annual contract).

Sending something to us

Please make sure you:

- (i) Label the package "Service item FAO Same Day Postal Platinum"
- (ii) Include a copy of the completed decontamination certificate in the package

What instruments are covered by the Postal Platinum Same Day Service Level Agreement

Please check before placing your order but in general the following instrument types are covered by this Same Day Service Level Agreement:

Cold plates, Colorimeters, Conductivity meter, Flexi meters, Flourimeter, Homogenisers, Hot plates, Jar Testers, LDO meter, Magnetic stirrers, Melting point apparatus*, PH meters, Photometers, Shakers, Spectrophotometers, Titrators, Turbidimeters, Vacuum pumps and Viscometers

* We will need to know the temperatures before sending back to ensure we have the standards available