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**Return to Base- Request Form**

1. Please complete your details and return this form with an account application form to Duplo Customer Support: ukcustomersupport@duplouk.com

***Customer Details:******Delivery Address:***

Customer Address C/O Duplo Workshop  
…………………………………… Duplo International Ltd

…………………………………… Automated Precision House

…………………………………… Hamm Moor Lane

…………………………………… Addlestone

…………………………………… Surrey

…………………………………… KT15 2SD

Contact Name……………………………………..

Contact Number…………………………………..

Contact Email Address……………………………

***Equipment Details:***

|  |  |
| --- | --- |
| Date of Purchase: |  |
| Machine Model: |  |
| Machine Serial Number: |  |
| Description *of Problem:* |  |

1. *Upon receipt the account and repair forms will be processed. A Duplo Customer Support Advisor will contact you with a Confirmation Return Number.*
2. *Please add the Confirmation Return Number and place this form with the machine in its original packaging. Please send machine to Duplo Workshop at the delivery address above.*
3. *The machine will be assessed by our technical team and a Customer Support Advisor will contact you with a quotation for repair for non-warranty repairs*

*Below shows an indication of return to base charges for non-warranty repairs*

* Labour: £59.00 per hour + Vat
* Parts: Chargeable as per quotation for non- warranty authorised parts
* Return carriage of repaired machine: £15 + Vat
* Estimated return to base repair: 5 working days (subject to parts)

**CONFIRMATION RETURN NUMBER (as provided by Duplo) ………………….**