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Service Request

- To submit a service request for a device, please:
 - complete the service form available on the RATMON website or at: [FORM](#)
 - contact a Sales Engineer or the Technical Support Department.
- The service request will only be accepted for processing if the service form is completed correctly and in full.
- Processing of the request begins once the device has been delivered to the RATMON service centre.
- The standard turnaround time is up to 14 working days, unless:
 - components need to be sourced,
 - additional tests are required,
 - other circumstances beyond RATMON's control arise.

Costs and Quotations

- Costs are charged only for post-warranty repairs.
- The service cost includes:
 - initial diagnosis,
 - labour,
 - components used,
 - functional testing of the device,
 - postage costs.
- Once the preliminary diagnosis has been carried out, the customer will be informed of:
 - the extent of the damage,
 - the estimated costs,
 - the feasibility of repair,
 - the estimated completion date.
- This information is provided by email or telephone using the contact details supplied by the customer.

Cancelling the repair

- The Customer has the right to cancel a post-warranty repair after receiving information about the service costs.
- In such cases, the customer shall bear the costs of:
 - the diagnosis carried out,

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- transport and postage of the device.

Service documentation

1. Service documentation may include:
 - the scope of work carried out,
 - a list of components used,
 - the results of functional tests.
2. A VAT invoice is issued upon completion of the service.