

# NEXDAY

## handpiece repairs

Freepost RTJU-ZXZA-ZJAX, P.O.Box 334, Moulton, Northampton, NN3 7XL Phone 01604-493308  
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### Health & Safety at Work DECONTAMINATION CERTIFICATE

to accompany goods in transit

#### PLEASE COMPLETE THE FOLLOWING :

In accordance with the manufacturer's instructions the enclosed instruments have been sterilised by:

AUTOCLAVE   
DRY HEAT   
COLD STERILANT/DISINFECTANT   
(state type)

#### PLEASE DESCRIBE THE EQUIPMENT IN NEED OF REPAIR :

MANUFACTURER :  
MODEL :  
SERIAL NUMBER :

#### PLEASE DESCRIBE THE PROBLEM:

#### PRACTICE NAME & ADDRESS :

TEL:

EMAIL:

AUTHORISED BY :

POSITION IN PRACTICE :

DATE :

**PLEASE SEE CONDITIONS OVERLEAF**  
**YOU ARE REMINDED THAT IT IS ILLEGAL TO SEND CONTAMINATED MATERIAL THROUGH THE POST**

## NOTES ON OUR SERVICE

Revised December 10th 2001

If you require advice or quotation please advise us, otherwise:

1. Repairs will be carried out without consultation unless we consider the condition of the handpiece or the probable cost of the repair to be prohibitive, in which case we will advise you before commencing.
2. We offer a 90-day warranty, effective from the date of invoice to the date we receive the complaint. No warranty is offered unless we are permitted to correct all obvious faults. At our discretion, no warranty is offered for the removal of blockages from water systems as nothing is more self-evidently successful. Further problems are simply fresh blockages, probably due to a contaminated supply.
3. We offer strictly nett 30-day payment terms. Warranty repairs will not be carried out if the customer's account is overdue.
4. If possible:
  - Please use the green packages we freely provide on request.
  - Please remove burs, scaler tips etc before posting.
5. Problems with the postal service of more than a few days are extremely rare. Our packages are therefore first-class postage- paid without insurance of any kind. If you require another service, e.g. Special Delivery, this must be paid for by yourselves at a Post Office. The secure closure of the package is the responsibility of the packer and we can accept no liability for packages or contents lost en-route to us. Handpieces will be returned to you by Recorded Delivery, again uninsured. With proof of posting we accept no further responsibility for delivery. If you require us to use the Special Delivery service please advise us when you send the handpiece. The preferential service will be charged for.
6. We consider Royal Mail Proof of Delivery to be proof of delivery. To assist the tracing of goods reported lost during return to customers details may be circulated to other repair organisations.