



# SATMAP PRODUCT RETURN FORM

VERSION 10.1

Please complete all fields. Failure to provide information may delay your request. If you do not provide a proof of purchase with this form we consider the repair to be out of warranty and payment will be required for all work and/or components. Your original proof of purchase will be returned after repair. Please view our website for current warranty information.

Active GPS Serial No.    ACT .....    Today's date .....

Title .....    First name .....    Telephone .....

Surname .....    Date of purchase .....

Address .....    Place of purchase .....

.....    Order/ref number .....

.....

.....  Please tick if you are returning your Active GPS without a proof of purchase (out of warranty return).

Postcode .....  Please tick this box if you are returning your Active GPS with your proof of purchase and consider it to be in warranty.

Email .....  General Service – a paid service and therefore no proof of purchase required.

### Issue:

Please describe clearly the issue with your Satmap product below:

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### Services required:

General Repair

General Service (paid service)    Order No (if known) .....

Map Consolidation    Order No (if known) .....

Toggleable Mapping    Order No (if known) .....

### Contents returned:

**DO NOT include any maps, accessories, boxes or other components that have not been requested or do not relate to the issue. There may be an additional charge for returning the item if the size and weight have been increased.**

Active 10 GPS unit     LiPol battery

Active 12 GPS unit     Wall charger / plugs

USB Cable     Battery caddy

Bike mount     AA batteries

Lanyard     Zagg / Vikuiti screen protector

SD card(s)    Quantity: .....     Deluxe or Standard carry case

Step 1	Back up all saved Routes, OOLs and Tracks to your computer via SatSYNC. Information on the device may be lost when update work is being carried out.
Step 2	Complete this form fully and enclose proof of purchase (for warranty repair).
Step 3	Package your device and required accessories securely – we recommend using a jiffy bag or small box.
Step 4	Please send to the following address: Technical Support, Satmap Systems Ltd, 4 Fountain House, Cleeve Road, Leatherhead, Surrey, KT22 7LX

**NOTE:** We strongly advise sending the parcel recorded or special delivery to guarantee speed and security.