



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.

ActiveGPS Serial No. ACT..... Today's date:

Title: Date of Purchase

Firstname: Place of Purchase

Surname: Order/Ref No.

Address:

 Please tick if you are returning your ActiveGPS 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.

Telephone No.....

Email Address: 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:

- Assessment and Repair
- General Service (paid service) Order No. (if known)
- Map Consolidation Order No. (if known)
- Trade-in Offer 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 needlessly increased.

- Active10GPS unit
- Active12GPS unit
- Active20 GPS unit
- USB Cable
- Bike Mount
- Lanyard
- SD Card(s) Quantity:.....
- Lipol Battery
- Wall Charger/Plugs
- AA Battery Caddy
- AA Batteries
- Vikuiti Screen Protector
- Deluxe or Standard Carry Case
- Other:.....

Step 1	Back up all saved Routes, OOs 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, 128A Kingston Road, Leatherhead, Surrey, KT22 7PU

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