

Service and Repair Information



How to return equipment to Soundbyte Solutions

For servicing, repairs or updates, the equipment needs to be returned to us. Wherever possible, we recommend returning equipment in the carry case supplied. This should then be packaged in a sturdy box.

For repairs, please also complete a REPAIR FORM which can be found in the downloads section of our website. This ensures we repair the equipment in the most efficient way possible. If no form is completed, it may cause extra delay. If you are arranging your own repair shipping, please return the equipment to:

**Repairs Department
Soundbyte Solutions (UK) Ltd
Unit 3 Newlands Farm
Batcombe
Dorset
DT2 7BG**

How to arrange a courier collection from Soundbyte Solutions

We can arrange for a courier to collect directly from you at a small extra charge (added to your estimate). The equipment needs to be packaged and we need the following information to arrange the collection:

- The full address of pick-up, including department location
- A contact name, phone number and email address
- The dimensions and approximate weight of the box (max weight is 20kg)

Please email this information to sales@soundbytesolutions.co.uk. We will confirm a collection date with you and email a shipping label for you to attach to the box. In the event of multiple items requiring servicing, we recommend grouping them up in the same package to save on collection fees, subject to the 20kg limit.

What happens next

- We will assess the repair and email an estimate from which a purchase order can be raised.
- Once the PO has been received, we will complete the repair and return the equipment at the PO's requested delivery address (unless notified otherwise).

Please be aware that due to the complex nature of some of our equipment, we do sometimes need to complete the repair prior to issuing the estimate. This ensures that there are no surprise additional costs once the repair is completed. **If you would prefer that we estimate by inspection only, please make this clear to us when completing the equipment REPAIR FORM.**