



## How Can We Improve Your Service Turnaround?

1. Where possible, place the equipment on a Service Agreement!
2. Provide a completed (and accurate) Service Return Form (SRF)
3. Provide a copy of the purchase order we should use (or confirm the value on the SRF)
4. Ensure the contact details will get us in touch with the correct person ASAP
5. Only return accessories that are for the equipment—you'd be amazed at some of the additional items we see returned



Service Agreement (where feasible)



A fully-complete Service Return Form



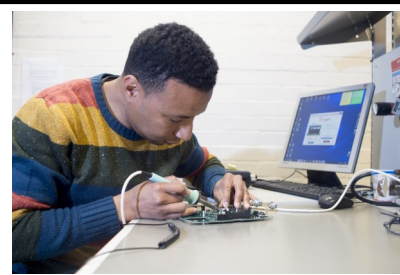
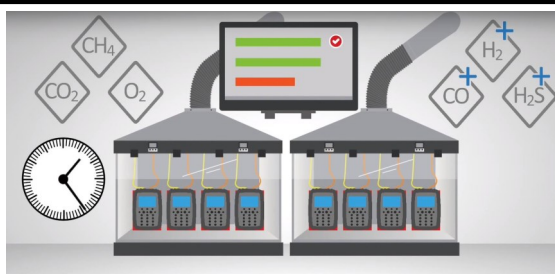
Purchase Order or confirmed PO Value



Most Appropriate Contact Details



Don't return unnecessary equipment or accessories



### What are the main causes of delay?

- \* Failing to supply a Service Return Form (SRF) - this results in an immediate delay at the start of the process & might be supplemented by a delay later in the event a quotation is required
- \* Failing to supply a purchase order number for the minimum anticipated service cost (a physical copy of the order is fine also) — if you need the anticipated cost, please contact us
- \* Failing to respond promptly to quotations when we issue them as the equipment goes on hold and a period of delay begins

### What are the consequences of a delay?

- \* **Equipment goes onto a "held" status and is then awaiting customer feedback**
- \* **When approved, the equipment goes back into the main servicing queue**
- \* **Turnaround times on delayed equipment are typically one or two days PLUS THE LENGTH OF THE DELAY longer equipment that are not double-handled and held**

**WE'RE ABSOLUTELY COMMITTED TO PROVIDING THE BEST POSSIBLE CUSTOMER EXPERIENCE BUT CAN ONLY DO SO WITH YOUR HELP BY FOLLOWING THE ABOVE GUIDANCE**

**To discuss options for a Service Agreement, please contact us**



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