



For Office Use Only

Date Received _____

Date Shipped _____

PM Nr _____ PC Nr _____

Scientific Coaching & SRM-UK
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SRM- UK SERVICE Form

FOR WARRANTY RETURNS : please contact SRM UK prior to sending the unit to us

Please describe problems you are experiencing with your SRM Training System and list any new components you would like to order and/or. Alternatively use the secure online booking and payment at www.scientific-coaching.com (SRM SERVICE AND SUPPORT)

Ship to our Service Center in the UK –address as above. Please note we also service SRM's from around the world and aim for a fast and efficient turn-round. We will troubleshoot and e-mail you for authorization to charge for components ordered, repairs, replacement parts and shipping.

Please ensure the components are cleaned before shipping otherwise we will charge an additional fee of £20 + VAT for cleaning prior to work commencing.

EXPRESS SERVICE OPTION AVAILABLE – see overleaf

Visa Debit or Credit

MasterCard

Card Number

Expiration Date/..... Name on Card

Valid from date or Issue No CVN (last three digits on rear)

Description of the problem and any new components ordered:

System Purchased From:

Purchase Date:

Card Holders Address : (if dispatch is required to a different address please provide details on an extra sheet)

Name

Address

Post Code

Contact Telephone No

Email

Shipping charges (UPS or Royal Mail#) UK : £15.00 per Shipment. Additional charges apply for Eire and overseas # Powercontrols will be sent via Royal Mail Special Delivery – carriage is charged at flat rate of £15.00 BUT the price of the Powercontrol Service has been REDUCED to reflect this.

SRM-UK : service charges 2017 : please tick what is required

Powermeter battery change (wired or wireless), clean internally, reseal and check	£70.00	
Powercontrol V/ VI / 7 rechargeable battery change, clean and reseal, recharge, reset and check over	£50.00#	
Powermeter recalibration	£35.00	
Supply and fit new chain rings – no charge if done at same time as powermeter battery. Price will depend on the rings required. Please let us know if now a straight replacement	T.B.A	
Fitting of replacement crank arms, rings etc	£20.00	
Powermeter decal change (price includes decal)	£55.00	
Replacement of rear plate on PCV including pins	£95.00	
Replacement of front cover on powercontrol including keyboard	£65.00	
Additional service work	£54.00 /hr + Parts	
Fitting and Set-up of SRM system to bicycle	from £54.00	
Software tutorial and technical support including data analysis, training zones etc	£75.00 / hr	
Powerbased training and personal coaching programmes	from £95.00 per month	
Diagnostics / 3 rd part warranty – see below*	£65.00	

EXPRESS TURNROUND (24hrs) available : £80.00 + VAT surcharge – please TICK if required

All prices include VAT at 20.00% but exclude carriage. Please see the website for other services.

PLEASE ensure SRM power crank equipment is sent for repair in a clean state otherwise a cleaning charge of £20.00 + VAT will be made as the systems need to be clean prior to any electronics work taking place.

Please send cranks with pedal OFF but rings ON. If you require calibration please include the Left Hand crank as well.

Please send the appropriate parts to **SCIENTIFIC COACHING AND SRM-UK; Orchard Farm House, Cherry Tree Road, Tibenham. Norfolk NR16 1PQ UNITED KINGDOM** . Goods are returned via UPS or Royal Mail Special Delivery and will require a signature.

Turn round time is normally 4-6 working days. Occasionally equipment will need to be returned to SRM-Germany for complex repair situations - the cost of this will be added to your invoice but we will inform you prior to any action being taken.

**In the case of warranty issues with SRM powermeters or powercontrols not purchased directly from Scientific Coaching & SRM-UK we are more than happy to handle your case but do charge a 3rd party handling charge to cover our costs.*