



# Service and Repairs Form

Please fill in and return this form with the item(s) for service or repair.

Practice Name

Item(s) should be sent to:

Address

**J.A.K Marketing Limited**  
Purfect House  
11-21 Dale Road  
Sheriff Hutton  
York  
YO60 6RZ

Postcode

Account No. (if known)

Contact Name

Telephone

Email

Please list all items enclosed

Serial No. (if applicable)

**Description of fault(s) or service if required.** For infusion pumps, please state which line you require your pump calibrating to.

If you would like to receive a quote before any work is carried out, please tick the following box:

If any products are within their warranty period, please enclose proof of purchase.

Please ensure that products are packed securely. We cannot accept responsibility of any item lost or damaged in transit to us.

All items sent to us for service or repair **MUST** be decontaminated/cleaned before sending. **Failure to do so will incur a £15 fee per item.** This is to protect our staff from unknown contamination and to avoid potential cross-contamination between products being serviced or repaired in our facilities. Please sign and date below to confirm that the item(s) have been decontaminated.

Sign:

Date:

**J.A.K Marketing Limited**

Purfect House 11 - 21 Dale Road Sheriff Hutton York North Yorkshire YO60 6RZ

Telephone: 01347 293154 Fax: 01347 878308 Email: [service@jakmarketing.co.uk](mailto:service@jakmarketing.co.uk)

Registered in England. Company Number 4316591

# SERVICING, REPAIRS AND EQUIPMENT CALIBRATION

The J.A.K in-house service centre has been providing service support to the veterinary profession for over 15 years. Our dedicated and trained service team have a wealth of experience and knowledge on a wide range of veterinary specific products and are fully backed with technical support from key manufacturers.

The service team are on hand to offer informative advice and provide an efficient service to minimise practice down time. Equipment service and repairs span a range of products including **Infusion Pumps, Centrifuges, Clippers, Scales, Dental and Diagnostic Equipment.**



- ✓ Professional and personal service
- ✓ Experienced and trained technicians
- ✓ Technical support available
- ✓ PAT test of equipment (if required)
- ✓ Troubleshooting
- ✓ Maintenance tips
- ✓ Equipment concerns

## Sending your equipment to us is easy... simply follow the steps below:

- 1 Complete Service and Repair Form (overleaf)
- 2 Ensure that products are clean and packed securely (include your completed form)
- 3 Send to the following address:  
Service Centre  
J.A.K Marketing Limited  
11-21 Dale Road  
Sheriff Hutton  
York  
YO60 6RZ
- 4 On receipt of the product(s), we will make an initial inspection, if a quotation has been requested or we need to discuss the product we will contact you, otherwise the required work will be carried out
- 5 Once all work is completed, the product(s) will be returned to you



**CONTACT OUR SERVICE CENTRE FOR MORE INFORMATION**  
**service@jakmarketing.co.uk | 01347 293154**