

Aftersales Service

Service Request Form

UK

Send your request to

PowerCure Aftersales Service is provided by
Sika Ltd

Industry Systems Engineering Dpt.

Sika Ltd

Site A

Watchmead, Welwyn Garden City, AL7 1BQ

Tel. +44 1707 364444

Email industry@uk.sika.com

THREE SIMPLE STEPS TO YOUR REPAIRED POWERCURE DISPENSER

1

Fill the enclosed form and send it by email to the service center.

Mandatory fields are

- ⇒ Your address,
- ⇒ Your email address
- ⇒ Your Telephone Number

2

Send the form to:

Industry Systems Engineering Dpt.

Sika Ltd

Site A

Watchmead, Welwyn Garden City, AL7 1BQ

Tel. +44 1707 3634444

Email industry@uk.sika.com Jackson.paul@uk.sika.com

Web www.sika.co.uk

The service center will provide you with a shipping label and instructions how you can organize a pick up.

3

Add a copy of your repair request and the shipping label to the box and call the freight forwarder to arrange pick up.

4

Dispenser will be sent to the service center (duration depends on your location)

5

Inspection/ repair will commence within 5 working days of receipt.

6

Dispenser is returned to you (duration depends on your location)

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CONTACT DETAIL

Company / Name:

Address:

Postcode:

City:

Country:

Tel. No:

Email:

Related Sika Sales Contact (if known):

DELIVERY ADDRESS

Company / Name:

Address:

Postcode:

City:

Country:

Tel. No:

Email:

PRODUCT INFORMATION

Product: **PowerCure Dispenser**

Serial No:

Please provide detailed description of Defect/Reason for Service:

AFTERSALES SERVICE IS PROVIDED BY:

Sika Ltd, Site A, Watchmead, Welwyn Garden City, AL7 1BQ

Tel. +44 1707 363893 - Email industryservice@uk.sika.com - Web www.sika.co.uk

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SERVICE CONDITIONS

The PowerCure 400 / 600 Dispenser is guaranteed to the original purchaser only to be free from defects in material and workmanship. Subject to certain exceptions Sika will repair or replace the PowerCure 400 / 600 Dispenser which, after examination, is determined by Sika or its authorized aftersales partners to be defective for a period of one (1) year after the date of purchase. A copy of the proof of purchase should be included with the return product. The manufacturing date will be used to determine the guarantee period if no proof of purchase is provided at the time guarantee service is requested.

This guarantee does not apply to damage that Sika determines to be from repairs made or attempted by anyone other than Sika authorized personnel, misuse, alterations, abuse, normal wear and tear (e.g. pistons with safety clip, top cover, hand protection, bayonet sleeve, ring), lack of maintenance, extensive use (e.g. permanent, no-break use) or accidents. The PowerCure battery is a wear and tear part that decreases in capacity from storage and usage and is therefore excluded from guarantee.

I believe the defect on my PowerCure Dispenser is a guarantee in the context of aforementioned conditions (tick the box if you believe your case is eligible for guarantee)

In case of non-guarantee damage is detected, I agree to have my PowerCure Dispenser repaired without further consulting up to a repair cost of **£250.- incl freight**. Repair work exceeding the amount mentioned will be offered and only executed after mutual agreement.

In case no repair is executed, an inspection fee of **£89.00 incl. freight** will be invoiced.

Usage of Information

The Information contained in your service request may be used by Sika AG and/or its affiliates, branches and subsidiaries (hereinafter referred to as "Sika") anywhere in the world, whether verbally or in writing for the purpose of enabling the aftersales service, monitoring performance of the PowerCure Dispensers and the aftersales network. If necessary, Sika will use the Information worldwide throughout all its affiliates, branches and subsidiaries. In some countries the standards for data protection may be different from the standards of data protection of your home country. Your Information, however, will at any time be protected in accordance with the terms and conditions of this Privacy Policy.

Disclaimer

The Information contained in your service request will be transmitted over the internet. The internet is openly accessible to everybody wherefore security of such means of transmission can never be guaranteed. Subject to mandatory legal provisions Sika is not liable for any injury, loss or damage incurred by you or a third party as a result of any error, delay or failure of Information transmission via the internet.

By sending the service request to a PowerCure Service Partner or by clicking the "Agree" button and sending your request you are consenting to the terms and conditions of the above Privacy Policy and to the processing of the information provided by you in the application in accordance with the Privacy Statement.

I accept the terms of service and acknowledge that the service is provided by a third party on behalf of Sika.

Date/Signature: _____

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