

# CENS Service & Repair Form

Version 1.0

**Please print and fill in the form below, then along with your securely packaged CENS devices, send it back to us at:**

Puretone Ltd,  
Units 9-11 Henley Business Park,  
Trident Close, Medway City Estate,  
Rochester. Kent. ME2 4FR. UK.

**Name:** \_\_\_\_\_ **Phone no.:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Return address:** \_\_\_\_\_

\_\_\_\_\_

**Purchase date:** \_\_\_\_\_

**Left serial no.** \_\_\_\_\_ **Right serial no.** \_\_\_\_\_

**Any issues experienced:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## ***PLEASE NOTE***

A refused estimate charge of £20.00 per device & a carriage charge will apply on all devices requested to be returned unrepaired.

## ***HOW TO PACK DEVICES?***

Send devices to us in a rigid box ensuring sides of box are secure and taped. We recommend using a tracked and insured delivery service.

## ***WHAT TO INCLUDE?***

Please always make sure you remove any batteries and include this form, for ProFlex devices there is no need to include the silicone earpieces, we only require the electronic modules.

## ***HOW LONG WILL IT TAKE?***

The usual turnaround time for a CENS service is 5-10 working days after we receive your devices. However this can take longer during peak times.