

## How to Use Our Services

This guide is designed for new and prospective customers of Maxey Moverley. It outlines the services we offer, how to use them, and where to seek any additional information you may require.

### Opening an Account

If you have a regular requirement for repairs, we would recommend that you open a trade account. Please complete the Credit Application Form we have appended to the end of this document and return to Customer Services.

Maxey Moverley also offers the facility to pay by debit / credit card.

### Fixed Repair Pricing

Maxey Moverley offers fixed pricing on all repairs, allowing you to know exactly what the charge will be before you send the unit in for repair. Please contact Customer Services with your part number and we will provide you with a fixed price quotation straight away. Alternatively, simply send the unit to us and we will provide a fixed price quotation by return.

Once we have provided you with the fixed price repair quotation, all we need to proceed with the repair is your purchase order. We do not charge for quotations. If for whatever reason you decide not to proceed, then no charge will be made.

### Returning Units for Repair

Please ensure that units being returning for repair are adequately packaged to avoid damage while in transit. Extreme cases of transit damage may render the unit beyond repair.

When sending products for repair please include paperwork, stating the following details:

- Your company name and address
- Purchase Order Number
- Equipment Type: Manufacturer/Model
- Serial number(s)
- Fault Details
- Return Address and Contact Details

## Our Address

Please send your units for repair, including the above listed paperwork, to:

Maxey Moverley Limited  
6 Broad Ground Road  
Lakeside  
Redditch  
Worcestershire  
B98 8YP

For information or advice at any stage, you can contact Customer Services and our technical support team on 01527 522299, or by email at [customerservices@maxeymoverley.com](mailto:customerservices@maxeymoverley.com)

## The Repair Process

On receipt, each item is booked onto our repair management system and issued with a barcoded identification label which will then follow the unit through all processes. All relevant details of the unit and a full record of the fault and repair process, including parts used, are entered into our repair management system.

To ensure the quickest possible response to your repair requirements, we employ more than 30 fully trained engineers and carry, through our dedicated component sourcing and stores function, Europe's largest and broadest range of component and spares stock.

Following completion of the repair, all units receive a 24 hour soak testing regime in accordance with manufacturers' specifications to ensure that they are thoroughly tested prior to despatch.

In order to provide you with the maximum of feedback during the repair process we have developed an online order tracking service that is available 24 hours a day via our websites at [www.cctvrepairs.co.uk](http://www.cctvrepairs.co.uk) & [www.maxeymoverley.co.uk](http://www.maxeymoverley.co.uk).

Using a designated login and password, customers are able to view their repairs as they flow through our workshop.

Should you wish to benefit from this service then please contact a customer services representative and you will be issued with an account number and password.

## Trade Terms

All repairs are undertaken in accordance with Maxey Moverley's standard terms and conditions, a copy of which is available upon request.

## Despatch

Following repair, Maxey Moverley will despatch your goods via UPS courier for next working day delivery (where possible) to the delivery address you have specified. Alternatively we are happy for you to collect the item if you specify this in advance. In addition, specialist return services may be available upon request i.e. same day delivery, timed delivery etc.

Our standard packaging and carriage charges are detailed below:

Country	Standard Return Carriage Charge
UK (excl N. Ireland)	£12.00 plus VAT
Northern Ireland	£25.00 plus VAT
Europe	£31.00
Non-European Countries	Price on Application

All return carriage charges are per delivery address, per purchase order.

Maxey Moverley utilises specially designed packaging to ensure that units being returned arrive at their destination undamaged.

However, if in the unlikely event any damage is sustained during transit, then this must be notified by email to [customerservices@maxeymoverley.com](mailto:customerservices@maxeymoverley.com) within 2 days of receipt. Following notification, a member of the Customer Services team will contact you with return instructions. It is imperative that all packaging remains intact and the unit is not automatically returned to Maxey Moverley without prior authorisation. Digital images of the damage and packaging would greatly aid this process.

## Technical Support

Maxey Moverley has a dedicated helpline linked to a team of Technical Support Technicians who are available to assist with technical queries on a daily basis. This facility allows us to provide immediate support to your engineers on any issues they may have with a unit we have repaired, on or off site. All Maxey Moverley repairs benefit from a 90 day warranty period from the date of despatch. However, should you have any issues with your repaired product we would urge you to first call this helpline. This should enable the issue to be resolved without the need to return the unit to us.

All helpline calls are logged, allowing us to retain history against specific units, and maximising the support we can provide. Our technical helpline number is 01527 522299 and should be your first point of contact for support.

## Invoice & Payment

### Credit Customers

Customers with a credit facility will be invoiced following despatch. Maxey Moverley issues invoices on a weekly basis and can either post or e-mail invoices depending upon customer preference. Should you wish to receive invoices by email please contact our Customer Service team with your email details.

Maxey Moverley invoice payment terms are 30 days from the end of the month in which the unit is despatched.

Payment should be made as follows:-

National Westminster Bank plc  
136 The Centre  
Feltham  
Middlesex  
TW13 4BS

Account Name:- Maxey Moverley Limited  
Sort Code:- 54-30-35  
Account Number:- 38667878

### Cash Customers

Customers who do not hold a credit facility with Maxey Moverley will be forwarded a pro forma invoice for payment prior to despatch of any repairs. Payment can be made by any of the following methods:

- Credit/debit card
- Cheque
- Bank transfer to the above account

## Application for Credit Facilities

REGISTERED COMPANY NAME: \_\_\_\_\_

COMPANY REG. NO: \_\_\_\_\_

VAT REG. NO: \_\_\_\_\_

INVOICE ADDRESS: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

TEL NO. \_\_\_\_\_

FAX NO. \_\_\_\_\_

TYPE OF BUSINESS:  
 HOW LONG TRADING AT THE  
 ABOVE ADDRESS: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

WEBSITE: \_\_\_\_\_

ACCOUNTS CONTACT: \_\_\_\_\_

MANAGING DIRECTOR: \_\_\_\_\_

AMOUNT OF CREDIT REQUIRED: £

**FOR MAXEY MOVERLEY USE ONLY**

Account No.		Account Name	
Business Sector		Account Manager	
Credit Limit		Authorised by	
Credit Score		Date	

Please return the completed form by email to [customerservices@maxeymoverley.com](mailto:customerservices@maxeymoverley.com) or by post to:

Customer Services  
 Maxey Moverley Limited  
 6 Broad Ground Road, Lakeside  
 Redditch B98 8YP