

AFTER SALES SUPPORT

DETAILS OF SUPPORT REQUIRED

Contact name: _____

School: _____

Address: _____

Postcode: _____

Telephone: _____ Email: _____

Date of install: _____

Invoice/Job number:

Your job number can be found on your Playground Installation Checklist, signed to confirm the completion of your installation .

Playforce Identification Number:

Your Playforce ID Number is located on your playground equipment, engraved on a metal plaque, as illustrated.



Please provide as much detail as possible on the support required:

Do you wish to make a claim against your warranty*? Yes No

Copy of maintenance records supplied? Yes No

Please note: To allow Playforce to respond to your issue promptly, Customers are encouraged to include detailed photographs of the problem with this form.

Submitting a Feedback Form

Please feel free to contact Playforce for an initial discussion on this matter with your Customer Account Manager by calling **01225 792660**. Should your feedback result in a repair, maintenance or warranty claim, your Customer Account Manager will email you a copy of this form for completion. Please ensure you return the form via email (a personal email address will be supplied to you) within 5 working days, and include digital photographs to support your feedback.

Alternatively, you can download a copy of this form from our website (www.playforce.co.uk). Complete all sections, enclose soft or hard copies of the required photographs and any other supporting evidence and, either, email to repairs@playforce.co.uk; fax to **01225 792080**, or post this form to **Playforce Ltd, 1 Pegasus Way, Bowerhill Industrial Estate, Melksham, Wiltshire SN12 6TR**

*The Warranty on all Playforce products is stated on our website and in your Playforce Care Pack. Warranty commences from the date of installation. Warranties cover manufacturing faults only and do not cover damage caused by wear and tear, misuse or accident. You will be required to pay an attendance & service fee should the problem NOT be covered by your Warranty.