



**Planet Scuba Ltd**  
Unit 2 The Links  
Raynham Road  
Bishop's Stortford  
Herts.  
CM23 5NZ  
Tel 01279 466011  
Email info@planetscuba.co.uk

## Regulator Service Form

Customers Name

Contact Number

E-mail address

Return Address (please ensure someone is available to sign for the returned items)

Service Required (Please Tick)

Full Service

Health Check

Repair

Regulator Make, Model and serial numbers.

**Comments (Leaks, Faults, Concerns, Work to be done)**



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## **SERVICE AND REPAIR AGREEMENT**

THIS AGREEMENT is entered into between Planet Scuba Limited Company Number 04766406 (hereinafter called Planet Scuba) and the Customer and relates to the service and/or repair of scuba and diving equipment described on the Regulator Service form (hereinafter called the Equipment).

1. Planet Scuba will service the Equipment in accordance with the current EN250 standards and manufacturers recommendations up to a limit of costs of £120.00 plus VAT including parts and labour charges. Additional costs will be referred to the Customer before commitment.
2. The Customer understands that Planet Scuba and its employees, owners, officers, or agents shall not be held liable or responsible in any way for any injury, death or other damages to the Customer or his/her family, heirs or assigns which may occur as a result of the use equipment after the service/repair.
3. Planet Scuba reserves the right not to service all or part of the Equipment that it considers not suitable for the use for which it is intended, does not meet the above standards or is in a dangerous condition.
4. The Customer understands that where the intended service has not been carried out there may be a charge made to the cover the costs of investigation by Planet Scuba.
5. Following payment in full to Planet Scuba the Customer agrees to collect the Equipment within one month of completion of the servicing/repair or Planet Scuba informing the Customer that the servicing/repair is not possible. Should the Customer fail to do this, Planet Scuba reserves the right to dispose of the equipment in any way it sees fit.
6. The Customer agrees that new parts may be fitted to the Equipment to ensure that the servicing is carried out in accordance with manufacturer's recommendations and standards.
7. The Customer accepts that should he/she require the Equipment to be tuned to his/her individual needs the performance may be affected.
8. The Customer also accepts that when used over time the Equipment may lose the performance it had when originally serviced.
9. Should the Customer be dissatisfied in any way with the work undertaken by Planet Scuba, he/she agrees that the Equipment must be returned to Planet Scuba for inspection within 28 days of collection.
10. The Customer agrees that if any item submitted to Planet Scuba for service/repair is considered by Planet Scuba to be dangerous, Planet Scuba has the right, in the event of non-repair, to ensure that such an item cannot be re-used so as to avoid any risk to life or the causing of injury and to take such action that Planet Scuba considers appropriate including the refusal to return such item to the Customer if necessary.

The Customer having carefully read and understood the above agreement and its terms and conditions hereby agrees with all statements contained within this document and acknowledges that he/she has had any items contained within this agreement which he does not understand explained and clarified to his/her satisfaction.

Signed by the Customer.....Dated.....



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## Terms and Conditions

1. Regulators are sent to us at customers own risk. It is recommend that you use a traceable and insured service.
2. The Service and Repair Agreement must be signed and enclosed with the Service Request Form, without these no work will be undertaken.
3. Upon receipt of your regulators, we will contact you to inform you of successful delivery. Please ensure daytime contact details are supplied.
4. Our standard turnaround time is 7 – 14 days from receipt of your regulators. This may be longer during peak periods; we will notify you if this is the case.
5. Prices shown on our website are for labour charges only, this does not include service kit prices or any necessary replacement parts to ensure correct operation of the regulators, should the total cost exceed £120.00 + vat, we will contact you for authorisation before undertaking any additional work.
6. Regulators will be set up as per the manufacturer's specifications. If you have specific needs or requests regarding your setup, please make a note on the form.
7. We will contact you on completion of the work to arrange payment.
8. All work must be paid for in full before the regulators are returned.
9. Regulators will be returned via next day insured courier at your cost. Tracking details will be supplied. Please ensure someone is at the return address supplied to sign for them.
10. A pick-up service is available.
11. All work is warranted for three months.
12. We recommend that you try your regulators in either a pool or safe enclosed water environment before using in open water.