



SERVICE RETURN INSTRUCTIONS

When your Polar Heart Rate Monitor and accessories need a battery replacement or service, we recommend sending them to the Polar Service Centre. Please complete the attached Polar Service Return Form.

If you have a product with a user replaceable battery, you can change your own battery. Battery kits are available from our web store (www.ihfproducts.co.za).

Address:

IHF Products
Block 6, The Willows Office Park
George Road
Erand Gardens
Midrand, 1685
Tel: 011 805 1028
E-Mail: service@ihfproducts.co.za
Web site: www.polar.com/za or www.ihfproducts.co.za
(Down the road from Vodacom World)

(Office hours: Monday – Friday from 09h00 – 17h00)

You are welcome to visit the Polar Service Centre during office hours. Normally your product will be serviced while you wait on a first-come-first serve basis.

POLAR RETURN SERVICE - <https://ihfproducts.co.za/products/send-your-polar-to-our-service-centre>

This service* will send the courier to you to collect your product and ensure that it arrives safely at the Polar in SA Service Centre. (They are usually quite quick to pick up from you)

From there the Polar in SA Customer Care Team will be in touch once they assessed your product. This should take no more than 1-2 working days.

* applies to South Africa only

Sending Instructions:

1. Pack and protect your product to avoid any damage. A box is recommended.
2. Include all the parts of the Polar Heart Rate Monitor. All parts will be tested.
3. Include the proof of purchase (receipt or photocopy) if the product is under warranty.
4. Include a detailed description of the problem.
5. Include your name, return address and daytime telephone number.
6. We recommend using a reputable courier service with an option to insure your product.
7. Should you choose to insure your product, please specify "Heart Rate Monitor".

Service Costs:

1. A minimum service fee of R100.00 will be charged for all non-warranty service events.
2. The service fee includes return shipping in South Africa by courier.

*Your personal information in this form is used for the sole purpose of executing and processing your Polar service event. All personal information is handled and secured according to the Protection of Personal Information Act, 2013 (POPIA) and as outlined in our privacy policy which can be found under - <https://ihfproducts.co.za/pages/privacy-notice>
Should you wish to receive the latest product information, please give your consent by ticking the box on the form.*



SERVICE RETURN FORM

**We recommend that you send your complete product for service.
Warranty claims can only be considered if a valid proof of purchase is submitted.**

Personal information:

Name: _____
Address: _____

Postal Code: _____
Daytime Tel.: _____
E-mail: _____

Package contents (please tick):

Wrist unit/Receiver: Model: _____ Serial Number: _____
 Heart rate sensor: Model: _____ Serial Number: _____
 Electrode Strap / Elastic Strap
 Other Sensors: Model: _____ Serial Number: _____
 Other parts: _____

 Proof of purchase/receipt included Date of purchase: _____

Problem description and comments: _____

Service Costs – Pre-Approval and Minimum Service Fee (please tick):

I would like to request a quotation (may increase service turn-around time)
 I authorise work to be carried out up to an amount of R _____

A minimum service fee of R100.00 will be charged for all non-warranty service events.

Payment method:

Payment will be requested once the work has been completed via PayGate. Acceptable payment methods are credit card (VISA/Master Card) or by Bank Transfer (EFT).

I would like to receive the latest Polar product information.
 I hereby accept the service conditions as outlined above.

Customer's signature: _____ Date: _____

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