



SERVICE RETURN INSTRUCTIONS

COVID-19 NOTIFICATION

In the interest of your health and safety and ours, we would appreciate it if you could **sanitise and clean your product** before sending it in for service. Our Service Team will take every appropriate pre-caution, as outlined in the current regulations, when working with and returning your product.

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) or a Polar authorised dealer.

Address (**we recommend making use of a courier service**):

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.

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 ensure your product.
7. Your unit will be returned to you by an overnight courier service. Return shipping is included in the service fee.
8. If you choose to insure your product, please specify "Heart Rate Monitor".
9. If you are in the Gauteng area, you are welcome to visit the Polar Service Centre during office hours from Monday to Friday from 09h00 to 17h00.

Pre-approval and Service Costs:

1. The Polar Service Centre will do work up to R200.00 without pre-approval.
2. A minimum service fee of R100.00 will be charged for all non-warranty service events.
3. The service fee includes return shipping in South Africa.



POLAR SERVICE RETURN FORM

**We recommend that you send in the complete unit (receiver and transmitter).
Please complete one form for each product set.
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: _____
- I have gone through the troubleshooting checklist
- Proof of purchase/receipt included Date of purchase: _____

Problem description and comments: _____

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

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

The Polar Service Centre will do work up to R200.00 without pre-approval unless specified otherwise.
A minimum service rejection 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. Acceptable payment methods are via credit card (VISA/Master Card) or by Bank Transfer (EFT).

I hereby accept the service costs as outlined above.

Customer's signature: _____ Date: _____