

Repair of Out-of-warranty Equipment

Section 7:2 Revised 08/22/2001

Manufacturer Service Repair of out-of-warranty equipment is paid for by the requesting department on a per call basis. The rates can vary greatly depending on equipment, time, etc. It is generally recommended that, if funds are available, equipment be carried under a maintenance contract.

Requests for out-of-warranty service not covered by a service or maintenance contract should be initiated by a call to the Purchasing Department. The Purchasing Department will collect necessary information and place the call to the vendor for service. The service technician should leave a work order with your department describing the services rendered. A UNC Charlotte Equipment Service payment authorization form will be forwarded to the department for payment authorization. The person requesting the service should return this form to the Purchasing Department as soon as possible.

Returns for Service

Requests for repair of out-of-warranty equipment which must be returned to the manufacturer or supplier for repair are also directed to the Purchasing Department on a Purchase Requisition and a Return Goods Notice. The Return Goods Notice should describe the nature of the problem and should indicate the name of the supplier and the Purchase Order number from the original purchase, if available. The Purchasing Department will obtain shipping instructions and an estimate of the cost, and, if approved by the requesting department, will authorize the company to make the repair.

The equipment to be returned for service will be picked up by the University Central Receiving and returned to the company in accordance with the shipping instructions. Central Receiving will charge shipping charges to the requesting department using the account number appearing on the Purchase Requisition which authorized the repair. Incoming freight charges will be paid by the company and added to the repair invoice.