

BOX DROP



1

Securely package your tools for repair / service in the Abbey branded black box provided

2

Email repairs@abbeyis.co.uk to arrange for collection of your tools via DPD

3

Abbey will service and repair your tools, returning them via DPD in your black box

In response to the containment efforts for the COVID-19 virus, Abbey are extending the Drop Box service to all customers.

Working in conjunction with DPD, we are able to offer a contact free tool collection and delivery service, helping you to maintain business functionality in these unprecedented times.

To take advantage of this service, please follow the procedures below, and email any questions you may have to repairs@abbeyis.co.uk

Procedure -

1. Complete a pre-populated returns sheet (this will be emailed to you) with details of your tools and required repairs
2. Place a copy of the returns sheet inside the black box along with the securely packaged tools
3. Ensure each box does not weigh in excess of 20kg and that all previous labels have been removed
4. Secure the box with provided cable ties
5. Email a copy of the returns sheet to repairs@abbeyis.co.uk
6. An acknowledgement email will be sent from the team at Abbey confirming your repairs request
7. DPD will then email you to confirm a collection time for your tools
8. Upon collection of your tools, DPD will also deposit you with a spare black box
9. Once the tools have been repaired, an Abbey team member will call you to confirm if you would like to arrange for a swap of repaired tools for another full box, or if you only require delivery of your assets
10. Repairs will be delivered and the process begins again

Terms and Conditions -

1. One black box will be provided to each customer free of charge, and replacements will be arranged with each tool collection
2. Any lost or damaged boxes will incur a replacement fee of £30
3. Additional collections can be arranged for an added fee of £20

*Repair times will vary depending on the volume of, and also the type of tool sent to Abbey, alongside spares availability. Customers will always be advised of any expected delay in repair lead times as influenced by parts attainability.