

## Service Department Authorisation Form

### DCC Fitting Service

1. Is the loco 'DCC Ready' (i.e. has a DCC Socket)? We can't fit chips to locos without a socket.



2. What brand is your DCC Controller?

3. Do you want a specific type of Chip?

Cheap / Same Brand as Controller

4. If there is space, would you like an upgrade to a Diesel Sound equipped decoder and speaker? (Only in large bodies Diesel models)

Yes/No

Costs: Average decoder prices:

- Hornby, Bachmann, Gaugemaster £10-£15
- Fleischmann £30 - £40
- MRC1626 Diesel Sound & Speaker £45
- Fitting £15
- A Quote on the cost of fitting £3

### Repairs & Warranty Claims

1. We can repair items made by the Hornby group marked 'Made in China' only.

2. The 6 month Hornby warranty covers the cost of certain repairs to your model. Please supply a copy of your original receipt or Ontracks Invoice number to support a Warranty repair.

Receipt Enclosed

Ontracks Invoice Number \_\_\_\_\_

3. Outside of this warranty and for all items older than 6 months we levy a £3 assessment fee. This is non-refundable.

4. Please tell us what the problem with your model appears to be?

We will check the fault and advise potential cost of parts. Labour is charged at £12 per 20 minutes, minimum charge £12.

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Name

Address

Postcode

Daytime Phone Number

Email

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Credit Card Number

Expires Date

Start Date

Issue Number

Security Code (last 3 digits on signature strip)

I authorise OnTracks to undertake the work requested and charge my card.

Signed \_\_\_\_\_

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Return Postage Costs, Please Tick: £6.99 Via Special Delivery Insured  Collect from Showroom

Repairs and DCC fittings include a 3 month warranty covering labour costs should the item be faulty.

Send to: Ontracks, Unit 1, Pontrilas Business Park, Pontrilas, Hereford, HR2 0AZ 08700 111 131