

## **MonikaGo Returns Form**

Please complete this form as thoroughly as possible and enclose with all goods returned to Monika, to help us to deal promptly with your repair or replacement.

<b>Name and address:</b>

<b>Licence key:</b>
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<b>Order number:</b>
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<b>Telephone:</b>
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<b>Email address:</b>
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### **Items being returned (Please indicate how many)**

**Please ensure you return charging station/cradles when returning Smart PA and Probes.**

<b>Item</b>	<b>Qty</b>	<b>Serial Number(s) (if present)</b>
Monika Smart PA		
Monika Smart PA Charging Station		
Monika Smart Bluetooth Probe		
Monika Smart Bluetooth Probe Charging Cradle		

### **Detailed description**

We're sorry you're having issues with your equipment. Please choose from the list overleaf or describe the fault/problem you are experiencing in detail in the space provided.

Problem	More details if available e.g. when doing what, how often
Smart PA will not switch on (have you tried holding the button on right of unit for several seconds?)	
Smart Bluetooth Probe will not turn on (blue LED is not lit)	
Probe will not connect to PA	
MonikaGo App keeps crashing	
Smart PA keeps switching itself off (have you checked battery levels?)	
Probe returning wrong temperatures or no temperatures	
Smart PA won't allow mobile data when not connected to WiFi	
Smart PA not charging properly	
Other: Please describe	

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Failure to complete and enclose this form with your return may result in a delay replacing or repairing your equipment. Thanks for your help.