**Please see notes below for completion of form and turnaround times for your kits.**

Please ensure the information is completed and a copy of this form is included alongside the kits being ship to us for repair. MedAire Ltd’s repair facility is separate from its administrative offices.

* Your Company name and contact details are required.
* Please highlight the second language required for the Aircraft First Aid (AFAK) and the Advanced Aircraft First Aid Kit (AAMK) kit contents card if this is known. All Aircraft First Aid Kit (AFAK & AAMK) come with English contents card as the first language however, AMC1.CAT.IDE.A.220 regulations state that the kit must include a second content card in a different language.
* The “date required for return” field must be correct; this should indicate the latest date that it is acceptable for you to receive the repaired kit. Please note that ASAP is not acceptable it must be a date.
* Medical kits should be stored and transported in a secure manner and in controlled ambient temperature to maintain efficacy of medicinal products. It is your responsibility to ship the kits to us and we will return the kits back using our temperature transported courier where charges will be added to your refurbishment invoice.
* For NEW clients please note there will be a period of 2 days for us to set up your account and pre-payment will be required for the repair of your kits.
* AOG Service for new kits is only available on Aircraft First Aid kit (AFAK) and Advanced Aviation Medical Kit (AAMK).
* AOG is not guaranteed as this is dependent on the capacity of our manufacturing unit at the time of receipt.
* All work will be carried out on the proviso that your account with MedAire is in good order i.e., there are no overdue invoices outstanding for payment. MedAire’s standard payment terms are 30 days.
* Please note that the commodity (tariff) code for medical kits is 30 06 50 00 00, this should be stated on your Shipping paperwork.
* Your shipment should be marked correctly for a repair; you are responsible for any Import or Shipping fees. Costs/administration/importation fees due to missing or incorrect details on the form will be added to the final invoice.

**Our turnaround times (TAT) are as follows:**

* STANDARDMedAire facility to receive the kit by 10:30 a.m. latest (Day One)  
  Repair will be processed and dispatched the following day (Day Two)
* AOG – please note that this service is dependent on the capacity of our manufacturing unit and as such is not guaranteed **AOG fees per kit are £60.00/€75.00/$100.00**MedAire facility must receive the kit by 10:30 a.m. latest (Day One)  
  Repair will be processed and refurbished and dispatched the same day (Day One)

N.B. Any kit received after 10:30 a.m. will be processed the following day.

N.B. Day is denoted as working day only and does not include public holidays.

Based on UK working day and public holidays.

**Your Kit(s) must be shipped to our kit facility to the below address and not our administrative office.**

Please ensure theinformation is completed in full to avoid delays and ensure accuracy for invoicing.

**MedAire Limited Refurbishment Department**

**CO Smartway Pharmaceuticals**

**10 Lyon Road,**

**London, SW19 2RL United Kingdom**

**+44 (0) 20 8545 7711**

**PLEASE SHIP TO:**

|  |  |  |  |
| --- | --- | --- | --- |
| COMPANY NAME: |  | EMAIL: |  |
| CONTACT NAME: |  | TELEPHONE NUMBER: |  |
| PURCHASE ORDER # |  | VAT NUMBER: |  |

**PLEASE ADVISE THE DATE THAT YOU REQUIRE THE KIT(S) BACK:**  **AOG £60.00/€75.00/$100.00**

**YOUR KIT(S) WILL BE SHIPPED VIA OUR APPROVED TEMPERATURE CONTROLLED TRANSPORT AND FREIGHT COSTS WILL BE ADDED TO YOUR FINAL INVOICE. FOR ITEMS THAT DO NOT CONTAIN MEDICINES PLEASE PROVIDE COURIER NUMBER BELOW**

|  |  |
| --- | --- |
| **Shipping ADDRESS** Including shipping contact and telephone number |  |
| **BILLING ADDRESS** including contact name, address, email & telephone |  |

**FBOS/MAINTENANCE/MANAGEMENT COMPANIES**: Please provide the name of the company that *owns* the kit as they may have a contract with MedAire which already covers the cost of the repair. Unless disclosed, this repair will be charged at standard rates. When submitting this form with your kit(s) you confirm that you have the authority to act on the operator of the aircraft’s behalf to request the refurbishment of the medical kits. By placing this order, you hereby confirm you have obtained permission.

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| KIT / AED TYPE (REFER TO KIT ID TAG) | | | | QUANTITY | KIT SERIAL NUMBER | | AIRCRAFT REGISTRATION | | NAME OF  END USER | |
|  | AIRCRAFT FIRST AID KIT | **AFAK | AFAK 1.0** | |  | | |  | |  | |  |
|  | AIRCRAFT FIRST AID KIT WITH RX| **AFAK** **Rx** | |  | | |  | |  | |  |
|  | EMERGENCY MEDICAL KIT | **EMK** | |  | | |  | |  | |  |
|  | ADVANCED AVIATION MEDICAL KIT | **AAMK** | |  | | |  | |  | |  |
|  | PAEDIATRIC MEDICAL KIT **| PMK** | |  | | |  | |  | |  |
|  | **AED** | **PHILLIPS**  FRx |  | | |  | |  | |  |
| **HEARTSINE**  350P  450P 500P |
|  | OTHER: | |  | | |  | |  | |  |

**If you have any questions, please contact MedAire Customer Services on +44 1252 517951 |** [**aviation@medaire.com**](mailto:aviation@medaire.com)

**Please ensure the information boxes above are fully completed as an incomplete form  
will cause a delay in your order being returned to you.**