

**Personal information:**

**First name:**  
**Surname:**  
**Address:**

**Post code:**  
**Country:**  
**Phone or Mobile Number:**  
**E-mail:**

**Today's Date:**

**Date of purchase:**  
**Shop Name:**  
**Order, Reference Number:**

**It is essential to include your proof of purchase. If we receive an Active 10 without proof of purchase we consider this device to be "out of warranty". This means that we will require payment for all work and/or components. This can be a store receipt, printed invoice or Satmap Order Number. Originals will be sent back with the Active 10.**

*All information fields are required - failure to provide required information or proof of purchase will result in a delay in dealing with your request.*

Please send to:  
**Technical Support, Satmap Systems Ltd, 4 Fountain House,  
Cleeve Road, Leatherhead, Surrey, KT22 7LX**

**Issue:** *Please describe clearly the issue you have been having with your Satmap product below.*

**Services:**

|                          |                                |                                |
|--------------------------|--------------------------------|--------------------------------|
| <input type="checkbox"/> | <b>General Service</b>         | Order Number (if known): _____ |
| <input type="checkbox"/> | <b>Motherboard Replacement</b> | Order Number (if known): _____ |
| <input type="checkbox"/> | <b>Map Consolidation</b>       | Order Number (if known): _____ |
| <input type="checkbox"/> | <b>Toggleable Mapping</b>      | Order Number (if known): _____ |

**Contents of return:**

**Please do not include any maps, accessories, boxes or other components that have not been requested or do not relate to the issue!**

|                          |                                 |                    |                 |
|--------------------------|---------------------------------|--------------------|-----------------|
| <input type="checkbox"/> | Active 10                       | PLUS / BIKE / EURO | (please circle) |
| <input type="checkbox"/> | Active 10 Box                   |                    |                 |
| <input type="checkbox"/> | USB Cable                       |                    |                 |
| <input type="checkbox"/> | Bike Mount                      |                    |                 |
| <input type="checkbox"/> | Lanyard                         |                    |                 |
| <input type="checkbox"/> | LiPol Battery                   |                    |                 |
| <input type="checkbox"/> | Wall Charger, Plugs             |                    |                 |
| <input type="checkbox"/> | Battery Caddy                   |                    |                 |
| <input type="checkbox"/> | AA Batteries                    |                    |                 |
| <input type="checkbox"/> | SD Card(s): Amount _____        | Specify: _____     |                 |
| <input type="checkbox"/> | Case                            | STANDARD / DELUXE  |                 |
| <input type="checkbox"/> | Zagg / Vikuiti Screen Protector |                    |                 |

**Important**

1. Make sure the Active 10 and all accessories are securely packed. We recommend using a jiffy bag or small box
2. Complete this returns form and enclose the proof of purchase
3. Back up all saved Routes, OOI's and Tracks on your computer. Information saved on the Active 10 may be lost when update work is being carried out
4. We strongly advise that you send the parcel recorded or special delivery to guarantee speed and security