



SEA&SEA DX-5/8000, DX-1G/2G SERVICE PROCEDURES

USA ONLY

What to include when shipping your product to the Repair Facility?

You should pack your product securely and safely and fill out the following return form(s) that include:

1. Return Address
2. Telephone Number and email address
3. Written description of the Problem
4. Copy of your Proof of Purchase from an authorized dealer (if still under the terms of the original warranty).

We highly recommend the following procedures for shipping and handling:

1. Secure the product in the original box and packaging with all original items if available.
2. Ship using a traceable carrier such as UPS, Federal Express, United States Postal Service
3. We also recommend insuring your product via the shipping carrier.
4. Obtain a tracking number from the carrier for your reference.

Please note SEA&SEA is not responsible for products lost, stolen or mis-delivered by a carrier.

Where to Ship Your Product for Servicing?

Send your product to one of the facility addresses below, dependent upon your requirements.

After our service center receives your product and all required information you will be contacted with status of your repair.

PLEASE NOTE:

1. Camera ONLY repair and service requests are processed by C.R.I.S.
2. Warranty, floods or camera/housing requests are processed by SEA&SEA.

SHIP TO:

C.R.I.S.

250 North 54th Street

Chandler, AZ. 85226

480 940-1103 or

customerservice@criscam.com



C.R.I.S. – SEA&SEA Repair Return Form

Estimate Notice: Once received, C.R.I.S. will send you a detailed estimate of the actual labor, parts & shipping required to service your equipment. There is a \$12.00 return shipping & handling fee should you choose to decline the repair.

U Code: SEA&SEA

First Name: _____ **Last Name:** _____

Address: _____

City: _____ **State:** _____ **Zip Code:** _____

Phone: _____ **Fax:** _____ **Email:** _____

Which contact method would you prefer? Phone / Fax / Email / Mail

Please list your items for repair:

1) Manufacturer: SEA&SEA **Model:** DX-1G) (E 8') (E) (E

Camera Serial Number: _____

Problem:

Accessories Included (if Any):

**Print 2 copies of this page and ship 1 with your Camera to:
C.R.I.S., 250 North 54th Street
Chandler, AZ 85226
480-940-1103**