



SEA&SEA DX-1G WARRANTY AND SERVICE PROCEDURES

What to include when shipping your DX-1G product to a 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).

Please note that SEA&SEA warranty only covers factory defects. The warranties do not cover misuse or abuse, including tampering by unauthorized repair facilities or other persons, flooding resulting from customer misuse or improper care and maintenance.

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 DX-1G 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. All DX-1G Warranty Requests are processed by SEA&SEA and require an RMA# and original packaging
2. Camera ONLY repair service requests are processed by C.R.I.S.
3. Housing ONLY repair service requests are processed by SEA&SEA Service Center West

DX-1G HOUSING ONLY REPAIR

SEA&SEA Service Center - West
22740 Portola Drive
Salinas, CA. 93908
831-484-6233 or
service@subaquaticcamera.com

DX-1G CAMERA ONLY REPAIR

C.R.I.S.
250 North 54th Street
Chandler, AZ. 85226
480 940-1103 or
customerservice@criscam.com

DX-1G WARRANTY EVALUATION

SEA&SEA
2380 Mira Mar Ave
Long Beach, CA. 90815
800-482-2282 or
seaandsea@tusa.com



DX-1G SERVICE - WEST REQUEST FORM

CONTACT INFORMATION:

Name: _____	Phone:
Billing Address:	Home _____
_____	Work _____
_____	Cell _____
Shipping Address:	Fax _____
_____	EMAIL: _____

EQUIPMENT: Please list all equipment shipped to us and describe symptoms or work requested. Please specify if you believe any of our services should be considered a warranty repair.

1) <u>DX-1G HOUSING</u>	Serial Number _____
Work Request: _____	
2) _____	Serial Number _____
Work Request: _____	
3) _____	Serial Number _____
Work Request: _____	
4) _____	Serial Number _____
Work Request: _____	

SCHEDULING: You will receive a free estimate by phone or email within ten days of receipt. Most repairs are completed within three weeks from your estimate approval. Please note that delays could happen due to lack of parts or during peak times. Please note your next trip date below for completion. **IF YOU REQUIRE RUSH SERVICE YOU MUST CALL FOR SCHEDULE APPROVAL.**

My next trip date: _____	Check if RUSH only: <input type="checkbox"/> I have called and confirmed a RUSH schedule <input type="checkbox"/> I approve the quoted RUSH fee maximum charge
---------------------------------	--

PAYMENT AND ESTIMATE APPROVAL: If your trip date is within four weeks, we recommend you expedite the repair by pre-approving service fees. If our technicians determine the fee will exceed your pre-authorized amount, we will send an estimate for your approval. ALL RUSH REPAIRS MUST BE PRE-AUTHORIZED. SHIPPING FEES ARE NOT INCLUDED IN REPAIR ESTIMATES.

ESTIMATES.

Please begin work immediately if fees are less than \$ _____
Bill my credit card: (circle one) MC / VISA / AMEX / DISC _____
Expiration Date _____

Please email, fax or call for my approval

COMMENTS:

FROM:
NAME _____
ADDRESS _____

PHONE _____

ATTENTION SERVICE DEPARTMENT

**SHIP TO: SEA & SEA SERVICE CENTER - WEST
22740 PORTOLA DRIVE
SALINAS, CA 93908
(831) 484-6233**

PLEASE USE THIS SHIPPING LABEL FOR ALL SERVICE SHIPMENTS