



SEA&SEA USA DX-1G WARRANTY AND SERVICE PROCEDURES

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

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.

DX-1G WARRANTY EVALUATION

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

DX-1G CAMERA ONLY REPAIR

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



SEA&SEA SERVICE REQUEST FORM

CONTACT INFORMATION:

Name: _____

Phone: _____

Billing Address: _____

Shipping Address (if different than above): _____

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) _____ Serial Number _____

Work Request: _____

2) _____ 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 TO SCHEDULE.

My next trip date: _____

Check if RUSH only: ___ I have called and confirmed a RUSH schedule

___ 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 REPAIRS
2380 MIRA MAR AVE.
LONG BEACH CA 90815
(562)498-3708**

PLEASE USE THIS SHIPPING LABEL FOR ALL SERVICE SHIPMENTS