



SEA&SEA Factory Service Facility - United States

Manufacturing superior underwater imaging products and supplying great service to our customers is a top priority for SEA&SEA.

In order to provide you with the service you need for your SEA&SEA product, please read the information provided on this page.

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

You should pack your product securely and safely and include the following information:

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 Product for Servicing?

Send your product to the SEA&SEA service facility address below for product service.

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

SEA&SEA Service
2380 Mira Mar Ave.
Long Beach, CA 90815
562-498-3708 or
seaandsea@tusa.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