



SEA&SEA Warranty 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 for Warranty?

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

1. Completed Warranty Request Form
2. Written description of the Problem(s)
3. Copy of your Proof of Purchase from an authorized dealer (required).
4. Return Authorization # (RA#) if given or requested by customer service.

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 Warranty?

Send your product to the SEA&SEA facility address below for product warranty requests. After our warranty 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
877-973-2732 or service@seaandsea.com

If you require service or non-warranty repairs, please visit <http://www.seaandsea.com/productservice.htm> for a listing of service facilities.



SEA&SEA WARRANTY REQUEST FORM
USE ONLY FOR WARRANTY EVALUATION REQUESTS

CONTACT INFORMATION:

Name: _____

Phone: _____

Billing Address: _____

Shipping Address (if different than above): _____

EMAIL: _____

EQUIPMENT: Please list all products shipped and describe symptoms or issues you are experiencing.

1) _____ Serial Number _____

Issue/Reason: _____

2) _____ Serial Number _____

Issue/Reason: _____

3) _____ Serial Number _____

Issue/Reason: _____

NOTE: Most warranty evaluations are completed within 7-14 business days from receipt. Please note delays could occur during peak seasonal times. Please include all required items in the Return Checklist to avoid processing delays. Note your next trip date below as necessary.

My next trip date: _____

Check if RUSH only: _____

Warranty Return Checklist (mark with x):

- 1) Copy of original purchase receipt from US authorized retailer: _____
- 2) Completely filled out contact and product information: _____

FROM:
NAME _____
ADDRESS _____

PHONE _____

ATTENTION WARRANTY DEPARTMENT

SHIP TO: SEA & SEA
2380 MIRA MAR AVE.
LONG BEACH CA 90815
(562)498-3708

RA# _____

PLEASE USE THIS SHIPPING LABEL FOR SHIPMENTS