

# General Equipment Repair Service Order

to Camera Check Point - P.O. Box 7078, Dubbo NSW 2830  
ph/fax (02) 6884-1999      service@CameraCheckPoint.com.au

Name		Date	
Address		Ph.(day)	
		Mobile	
City		P/code	
Email address:			

Use this form for all types of equipment, **except** Digital SLR cameras. Keep a copy of the order.

<b>Complete detail of the brand, model and serial numbers of the equipment submitted:</b>		
Camera		s/n
Lens		s/n
Other		s/n
Also enclosed: [ ] Negatives [ ] Film in camera [ ] Batteries [ ] Bulb in projector Other:		
Description of problem:		

## Service Authorisation

I authorise Camera Check Point to proceed with service without further notice provided the cost does **not exceed** the pre-authorized amount entered below. If the service costs are assessed to be higher or no amount is authorised an estimate of the costs involved will be forwarded for my consideration.

I acknowledge that an Assessment Fee will be payable if the equipment is assessed to be unrepairable, if this is a request for an Insurance Claim Report, or, if I decide not to proceed with the recommended work after receiving an estimate. This fee may be waived if I decide to abandon the equipment for recycling.

I understand that I need to reply to any Assessment / Estimate notice within 30 days, and, that payment for the service is required prior to the equipment being returned to me.

I authorise work to proceed up to \$ \_\_\_\_\_       I have received an email estimate.

Please assess and forward an estimate before repairing.

Date: \_\_\_\_\_ Name \_\_\_\_\_ Signature \_\_\_\_\_

## Sending repairs to Camera Check Point


- ▶ Complete and include the Repair Order form making sure to enter any pre-authorized amount.
- ▶ Include any accessories **that are needed** to operate the camera and those you would like to have checked/service as well.
- ▶ Remove film or media card. Download any images in camera memory. We accept NO responsibility for lost images or film.
- ▶ Place the equipment in a plastic bag together with the repair order.
- ▶ Pack the equipment in a strong cardboard box with at least 5cm of packaging between the equipment and the walls of the box. Pack the material firmly around the equipment so it cannot move around inside the box.
- ▶ Send the parcel by Registered Mail. This will automatically insure the parcel for \$100. For additional insurance please check with the post office. Once we receive the equipment it will be covered by our insurance until you receive it back again.
- ▶ We will mail or email our estimate within 8 days of receiving the equipment from you (unless you have pre-authorized service). Payment details will be forwarded with the estimate or upon completion of the service.
- ▶ For inquiries please send an email or phone us between 11am and 4pm Mon to Fri on **(02) 6884-1999**
- ▶ A Mailing Address Label is attached at the bottom of this page.

### ASSESSMENT CHARGES:

When service **does not proceed** for any reason or an Insurance Claim Report is requested a fee is charged. This covers preliminary dismantling and inspection necessary to assess and determine service requirements, estimate or report preparation, keeping the equipment insured, and the costs to return the equipment to you again.

Fees from 1st June 2010 are: **FILM cameras**, up to \$44 - **Lenses**, up to \$44.- - **Professional format (120 film size) cameras and lenses**, up to \$99 - **DIGITAL SLR cameras**, up to \$99 - **Movie and Slide projectors** \$44.

**Recycling option:** Unrepairable equipment may be abandoned for recycling/salvage in which case **NO FEE** is payable.

 Address label \_\_\_\_\_

**Camera Check Point**  
**P.O. Box 7078**  
**Dubbo NSW 2830**