

# Repair Service Order - non digital equipment

to Camera Check Point - P.O. Box 7078, Dubbo NSW 2830  
ph (02) 6884-1999 - fax (02) 6884-2709

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

*Please keep a copy of this order until the equipment has been returned to you again!*

## Complete detail of the brand, model and serial numbers of the equipment submitted:

Item 1		s/n
Item 2		s/n
Item 3		s/n
Also enclosed: [ ] Negatives [ ] Batteries [ ] A/C adaptor/Charger [ ] CF/SD Memory Card Other:		
<input type="checkbox"/> Image Sensor and body cleaning service <input type="checkbox"/> Other service / fault description		

## Service Authorisation and Acceptance (signature required)

I authorise Camera Check Point to proceed with service without further notice provided the cost does not exceed the **pre-authorised amount** I have entered below. If the service costs are assessed to be higher I will receive an estimate of the work and costs involved for my consideration.

I acknowledge that an Assessment Fee may be payable if the equipment is assessed to be un-repairable, 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 must reply to any Assessment / Estimate notice within 30 days and that payment for the service is required before the equipment can be returned to me.

- I authorise up to \$ \_\_\_\_\_  as per email estimate or as per telephone conversation.  
 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 you enter any pre-authorized amount.
- ▶ Include **only** accessories that are necessary to operate or test the equipment. In case of digital cameras a blank CF or SD memory card should be included.
- ▶ **Remove** film and download images where possible. We accept NO responsibility for lost images or film.
- ▶ Place the equipment in a plastic bag together with the repair order and pack it in a strong cardboard box. Use at least 5cm of packaging material firmly inserted between the equipment and the walls of the box to ensure no undue movement inside the box.
- ▶ Send the parcel by Registered Mail (this insures it for \$100) using the mailing label below. Additional insurance can be purchased at the post office.
- ▶ Upon receipt of the equipment it will be covered by our insurance until you receive it back again.
- ▶ An estimate will be forwarded **by email** (or by mail if your don't have an email address) within 8 days unless you have pre-authorized an amount sufficient to cover the repair costs.
- ▶ Payment details will be forwarded with the estimate or upon completion of the service.
- ▶ **Sensor cleaning in D-SLR cameras:**  
Prior to cleaning the sensor is inspected and a test image and any visible defects are recorded. Upon completion of cleaning a final inspection image is recorded. This image determines the full warranty of the cleaning service.  
Any spots that show up **after cleaning** and which are **not** evident on the final test image will not be cleaned under warranty.  
If spots, scratches or defects that cannot be removed are evident, e.g. due to previous incorrect cleaning or because particles are lodged under the filter surface, we will consult you before further work is carried out.
- ▶ Sometimes a problem is caused by impact, the use of non-brand or incompatible accessories, defective memory cards or batteries.  
Where the cause cannot be determined a precautionary service may be performed (cleaning, factory reset, fuse replacement etc). If normal operation is restored and the problem cannot be repeated, the failure is deemed spontaneous and warranty limited to further inspection within 90 days of service.
- ▶ **Inquiries:**  
Please send an email or phone us between 11am and 4pm Mon to Fri on **(02) 6884-1999**

### 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 Jan 2009 are: All FILM cameras, lenses, movie and slide projectors - up to \$44  
DIGITAL SLR cameras - up to \$99. All other digital cameras up to \$66  
Professional equipment and pro-format film cameras and lenses up to \$88

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

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**P.O. Box 7078**  
**Dubbo NSW 2830**