

Digital SLR camera Service Order (Australia only)

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/Town		Postcode	
Email address:			

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

Camera		s/n
Lens		s/n
Other		s/n

The following must be enclosed with the camera:

A fully charged battery pack (unless AA batteries are used). Blank image card (for copy of final test image).

- Maintenance body & lens clean-up and CCD Imager / Filter surface clean-up.
- Other service/fault:

Service Authorisation and Acceptance (signature required by person submitting the equipment)

I authorise Camera Check Point to **proceed** with service without further notice **up to the amount of \$135.-** or to provide me with an estimate of the service costs should inspection and assessment indicate that more extensive work is required to restore reliable condition.

I acknowledge that an Assessment Fee up to a maximum of \$95 may be payable if the equipment is assessed to be unrepairable or if I decide not to proceed with the recommended work after receiving an estimate. This fee may be waived if I abandoned the camera for recycling rather than have it returned to me.

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 have read, accept and agree with the Terms of Service and the Limitation of Liability in particular with respect to sensor defects as published in the attachment and on the website.

Date: _____ Name _____ Signature _____

Digital SLR camera Services Terms of Service and Liability

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By submitting a Digital SLR camera or lens for service the following terms shall be deemed to have been accepted:

Sensor cleaning and inspection:

- ◆ Camera Check Point will use their best professional effort, care, procedure and materials to effect the cleaning of the image sensor surface or low pass cover filter.
- ◆ The sensor/filter surface will be inspected prior to cleaning and a test image recorded and stored on our computer system and any visible defects recorded.
- ◆ Upon completion of cleaning we record a final inspection image which will be stored for a period of 30 days. This image determines the full warranty of the cleaning service. Any spots which show up **after cleaning** and are **NOT** evident on this final test image will not be cleaned under warranty.
- ◆ Camera Check Point shall not be liable to compensate for any problems or defects that become evident during service or as described below under Known or Reported Risks or Defects.
- ◆ Any concerns regarding the service must be reported within 10 days of receipt of the camera and returned to the workshop within 30 days of the date of service.

Know or reported risks or defects:

- ◆ The low pass cover filter which protects the actual image sensor has a coating applied during manufacture. If the sensor has been incorrectly cleaned elsewhere or non-professional cleaning fluids have been used the coating may have been damaged or a haze may develop on the filter which gradually gets worse.
We cannot remove this haze accept absolutely no liability or responsibility should this problem become evident during or after cleaning.
- ◆ We will report any pixel defects that may be evident (bright or black spots). Sometimes these are permanent, sometimes they resolve themselves, and sometimes they can be neutralized with the adjustment software available at the manufacturer's workshop.
- ◆ Occasionally spots are noted that cannot be removed. This may be from previous incorrect cleaning or it may be dust particles lodged between the filter and sensor surface.
Dust particles between the filter and sensor surface it can sometimes be removed but it involves the risky procedure of dismantling the sensor unit and we will consult with your beforehand if such spots are evident.
- ◆ It is possible for fine metal particles (from the lens mount and lens) to drop into the body and onto the sensor filter surface. If previous incorrect cleaning attempts have been made fine scratches may be evident from the metal particles.
Usually they do not affect the image but may be evident under certain conditions.