

BACKSCATTER

UNDERWATER VIDEO & PHOTO

SERVICE INSTRUCTIONS

Help Us Expedite Your Service

Thank you for choosing Backscatter. As fellow underwater shooters, we understand the importance of functional equipment when you're on the other side of the world. We also know tight schedules. Our service time averages 3-4 weeks, but we will need your help to remain on schedule. To expedite your service please follow these instructions.

Shipping Your Equipment for Service:

- Fill out the **SERVICE REQUEST FORM** and include it in your shipment.
- Include proof of purchase if you feel your repair should be performed under warranty.
- Carefully pack your equipment with extra padding inside a sturdy cardboard box. If your housing has a camera tray, please **INCLUDE THE CAMERA TRAY**, as this is critical for testing. For the best results, please include your camera body as well. If you cannot include your camera, please call and ask to see if we have a test camera for your housing. Be sure to over-stuff the box with a few extra handfuls of packing material.
- **DO NOT** ship flooded or damaged batteries of any kind.
- Fill out and tape the Shipping Label to the box.
- Insure the shipment for the replacement value of the equipment.

Estimates and Scheduling:

- We will email you a confirmation when your package is received and the service has been checked in. Please verify your contact info and service requests and contact us immediately with corrections.
- Within 10 days we will email or call you with a **FREE** estimate.
- Most repairs are shipped within 14 days from your estimated approval date.
- Most return shipments will have a signature requirement to help ensure that your gear arrives safely.

RUSH Service Options

If your travel plans require faster service, we do have RUSH options. In addition to the steps above, please call us in advance to receive a RUSH service number. You will need to approve a "no greater than \$xxx" ballpark estimate and provide a method of payment in advance. All extra RUSH fees will be quoted when you call.

Warranty Repair Requests

If you believe that your repair should be performed under warranty at no charge, please include a copy of your original proof of purchase and detail your problem on the Service Request Form.

Is Your Service Complicated?

If you have special requests or concerns that are difficult to explain in writing, please call us. We'll record the details in our system and provide you with a Service Number. Please be sure to list this number on the form and shipping label.

Shipping Expenses

Our estimates are always free, but you are responsible for all shipping and insurance fees.

Warranty Policy and Your Required Maintenance

Never assume serviced items are dive ready! After a service, you must clean and prep ALL user o-rings as necessary prior to any use. Backscatter warrants our service and repair work under normal use for a period of 90 days from the date of receipt. Since flood-damaged equipment can develop unforeseen problems over time, we only warrant the parts we have replaced. The liability of Backscatter is limited only to the work we performed and the repair of this work. If the item is disassembled or modified our warranty will be void.

Any Questions?

If you have any questions regarding service schedules, maintenance tips, or warranty policies, please feel free to give us a call.

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SERVICE REQUEST FORM

SERVICE NUMBER:

ONLY FOR RUSH SERVICES

CONTACT INFO:

Name: _____

Billing Address: _____

Shipping Address: _____

Phone: _____

Cell: _____

Home: _____

Work: _____

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 #: _____

Work Requested: _____

2: _____ Serial #: _____

Work Requested: _____

3: _____ Serial #: _____

Work Requested: _____

4: _____ Serial #: _____

Work Requested: _____

SCHEDULING: You will receive a free estimate by phone or email within 10 days of receipt. Most repairs are completed within 14 days of 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 to help prevent issues. IF YOU REQUIRE RUSH SERVICE, YOU MUST CALL FOR SCHEDULE APPROVAL. PLEASE BE SURE TO ADD YOUR RUSH SERVICE NUMBER AT THE TOP OF THIS FORM.

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 & ESTIMATE APPROVAL: If your trip date is within 4 weeks, we recommend you help expedite the repair by pre-approving service fees. If our technicians determine the fee will exceed the 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.

☐ Please begin work immediately if fees are less than \$ _____

☐ I understand no work will begin until I provide credit card information by phone or the secure link sent to me via email.

☐ Please call or email a free estimate for my approval

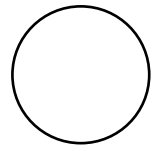
COMMENTS:

From _____
Name: _____
Address: _____

Phone: _____

ATTENTION SERVICE DEPT.

CHECK IF RUSHED



**SHIP TO: BACKSCATTER
225 CANNERY ROW, STE. C
MONTEREY, CA. 93940
831-645-1082**



PLEASE USE THE SHIPPING LABEL ABOVE FOR ALL SERVICE SHIPMENTS

SERVICE CHECK LIST:

- ☐ SERVICE REQUEST FORM FILLED OUT
- ☐ ABOVE SHIPPING LABEL ATTACHED SHIPPING BOX
- ☐ CAMERA TRAY INCLUDED*
- ☐ CAMERA NOT INSTALLED IN THE HOUSING*
- ☐ NO PORTS/EXPANDED VIEWFINDERS ATTACHED TO HOUSING*
- ☐ NO BATTERIES INSTALLED FLOODED EQUIPMENT*

**NOTE: NOT ALL SERVICES WILL REQUIRE THE ITEMS ABOVE*