

U.S. RETURN ADDRESS

**TO: PENTAX Service Department
250 North 54th Street
Chandler, AZ 85226**

CUT ALONG DOTTED LINE

*Cut along the dotted line to remove the shipping label above, and affix it to your shipping box with clear packing tape. Carefully pack your equipment with plenty of packing material to protect it during transit. **Note, we only service the United States market (including U.S. territories). International customers seeking service must contact a Pentax representative in their own country/region.***

REPAIR INFORMATION FORM – PENTAX COPY

Please fill out this form, and include it inside the shipping box with your Pentax equipment.

YOUR INFORMATION

Your name: _____
Return address: _____
(U.S. Address) _____

Telephone #(s): _____
Email(s): _____

PRODUCT INFORMATION

Model: _____
Serial #: _____
Description of problem (please use the back side of this page if you need more writing space): _____

THIS IS WARRANTY SERVICE

Staple a photocopy of your purchase receipt to this form, or attach a photocopy of your checking/credit statement indicating the purchase. For a Pentax extended warranty, include a copy of your extended warranty documentation or control number.

THIS IS CHARGEABLE SERVICE

Where a warranty does not apply, we will mail you a free, no-obligation written estimate. If you approve the estimate, we ask for payment in advance of repair. If you decline the estimate, we will return your equipment unrepaired for a \$12.00 standard fee.

PENTAX DEALERS – PLEASE FILL OUT THE FOLLOWING

Do you have a service account with C.R.I.S.?

- NO – You do not need to complete this dealer section any further.
- YES – Account number, if known _____

If this is chargeable service, and you do have a service account, do you wish to pre-approve the estimate?

- NO – We will mail you a free, no-obligation written estimate.
- YES – Circle service level MAJOR – STANDARD – MINOR or list pre-approved amount \$ _____

CUT ALONG DOTTED LINE

DETACH & KEEP FOR YOUR OWN RECORDS:

Model: _____ Date shipped: _____ Tracking number: _____
Serial number: _____ Shipping service: _____

Please allow approximately 4 weeks repair time, plus shipping time. For warranty service, we will not send you confirmation of arrival. We will simply repair your equipment, and return it upon completion. For chargeable service, allow 2 to 3 business days after the arrival of your equipment plus mailing time to receive your free, no-obligation, written estimate.