



SEA&SEA USA DX-1G/2G WARRANTY AND SERVICE PROCEDURES

What to include when shipping your DX-1G/2G product to the Repair Facility?

You should pack your product securely and safely and fill out the following return form(s) that include:

1. Return Address
2. Telephone Number and email address
3. Written description of the Problem
4. Copy of your Proof of Purchase from an authorized dealer (if still under the terms of the original warranty).

Please note that SEA&SEA warranty only covers factory defects. The warranties do not cover misuse or abuse, including tampering by unauthorized repair facilities or other persons, flooding resulting from customer misuse or improper care and maintenance.

We highly recommend the following procedures for shipping and handling:

1. Secure the product in the original box and packaging with all original items if available.
2. Ship using a traceable carrier such as UPS, Federal Express, United States Postal Service
3. We also recommend insuring your product via the shipping carrier.
4. Obtain a tracking number from the carrier for your reference.

Please note SEA&SEA is not responsible for products lost, stolen or mis-delivered by a carrier.

Where to Ship Your DX-1G/2G Product for Servicing?

Send your product to one of the facility addresses below, dependent upon your requirements.

After our service center receives your product and all required information you will be contacted with status of your repair.

PLEASE NOTE:

1. All DX-1G/2G Warranty Requests are processed by SEA&SEA and require an RMA# and original packaging
2. Camera ONLY repair service requests are processed by C.R.I.S.

DX-1G/2G WARRANTY EVALUATION

SEA&SEA
2380 Mira Mar Ave
Long Beach, CA. 90815
800-482-2282 or
service@seaandsea.com

DX-1G/2G CAMERA ONLY REPAIR

C.R.I.S.
250 North 54th Street
Chandler, AZ. 85226
480 940-1103 or
customerservice@criscam.com



DX-1G/2G Warranty Return Form – USA CUSTOMERS ONLY

Please note the following:

1. You must receive an RMA# by calling 1-800-482-2282 prior to shipping your product to SEA&SEA
2. DX-1G products are required to be returned with all original packaging as purchased
3. Copy of original proof of purchase is required

Return Authorization Number : _____

First Name: _____ Last Name: _____

Retailer Name: _____ Account#: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ Fax: _____ Email: _____

Which contact method would you prefer? Phone / Fax / Email / Mail

Please list your items for warranty:

Camera Serial Number: _____

AND/OR

Housing Serial Number: _____

Problem:

Accessories Included (if Any):

Print 2 copies of this page, ship 1 with your DX-1G/2G product for warranty evaluation:

SEA&SEA, RMA# _____
 2380 Mira Mar Ave.
 Long Beach, CA. 90815
 562-498-3708