

## **SHIPPING INSTRUCTIONS**

Please read the following information before you package your camera, lens, camcorder or projector:

1) The unit should be packaged in a box (not in envelope - even the envelope with bubble wrap inside). There should be a minimum of 2 inches of space around unit for extra padding (bubble wrap or newspaper). It is very important to put extra padding when you ship heavy items like large camcorders, professional SLR cameras or projectors.

2) Please print the **Shipping Form** (see PDF file above), fill it out and include in a package. We also have a PDF file (above) with the **Shipping Label** for your convenience - you can just print it out, fill in your return address and tape it to the package.

3) Remember to get the tracking number for your shipment and you may want to have additional shipping insurance for more expensive equipment.

4) We will contact you within 2-3 business days from the time we receive your package with the estimate and time needed for repair. We will not begin any work on your equipment without your approval.

5) We will call you for the method of payment. You can use credit card, check or money order. We accept Visa, Master Card, Discover and American Express.

6) Return shipping and insurance charges will be added to the final invoice. We are using UPS Ground service for shipping all of our packages. If you need us to ship it back by faster service please indicate it on the shipping form - additional S&H charges may apply if we use different service.

7) Royal Camera Service, Inc. is not responsible for any shipping delays due to holidays, extreme weather conditions or shippers errors. We always do our best to accommodate the customer's needs, however sometimes there are conditions beyond our control.

**Please address your package to: Royal Camera Service, Inc.  
1094 E. Lake Street  
Hanover Park, IL 60133**

If you have any questions, please contact us by phone at (630) 372-6150 or e-mail to [royalcameras@comcast.net](mailto:royalcameras@comcast.net).

Thank you for using our service!