

Royal Camera Service, Inc.

Camera – Camcorder – Projector Repair Service
393 North Ave. – Glendale Heights – Illinois – 60139
Tel: (877) 360-9307 e-mail: royalcameras@comcast.net

SHIPPING INSTRUCTIONS FOR CANON DSLR CAMERAS

Please read the following information before you package your Canon DSLR camera:

- 1) Your camera 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 professional DSLR cameras.
- 2) Please print the ***Shipping Form*** (see PDF file), fill it out and include in a package.
- 3) If your camera was not estimated before shipping we will contact you within 1-2 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.
- 4) We will contact you for the method of payment. You can use credit card, check or money order. We accept Visa, Master Card, Discover and American Express.
- 5) 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.
- 6) 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.

If you have any questions, please contact us by phone at 1-877-360-9307 or e-mail to royalcameras@comcast.net.

Thank you for using our service!

www.royalcameras.com

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