

PixController Repair Information

Whether your camera system is under warranty or has been in use for several years, please call our tech support regarding any questions or issues you may be experiencing with the operation of your camera.

Techs are available to handle calls from 9:00 am EST to 4:30 pm EST, Monday through Friday. They can be reached at **724-733-0970**. Sometimes a simple conversation as to what is happening can allow the issue to be handled right then and there. If they are unable to resolve the problem over the phone, they will suggest that the camera be sent in for a more thorough evaluation.

If you are advised to send the camera in, please adhere to the following guidelines:

- Products outside of the 1 year warranty period must include a \$40 check/money order payable to PixController Inc. for a technician to diagnose the camera. You will be notified of any additional charges, due to parts or labor, exceeding this \$40 fee.
- Products that are less than 1 year old should include a \$20 check or money order payable to PixController to cover the return shipping and handling costs.
- In an effort to save on shipping costs, the tech will advise you what items need to be sent back with the camera for proper diagnosis i.e. battery, solar panel, flash drive, antenna, etc.
- Package the system in a cardboard box with plenty of padding. Do not ship the camera with the battery inside the camera case.....remove the battery and wrap it separately.
- Please fill out the form below and enclose it with your camera.
- We recommend that you insure your package. PixController will not be responsible for lost or damaged items shipped to us.
- We do our best to complete repair work in an efficient manner, but due to various factors, the time frame for repairs may be as long as 4 to 6 weeks.
- Send all repairs to: **PixController Inc., 1001 Corporate Lane, Suite 100, Export PA 15632**

Name _____ Phone _____

Email address _____

Address where we should send the repaired camera

Describe the problem(s) that you are experiencing with the camera

PRE- AUTHORIZATION: If your item is not covered under warranty, but you still want to have the required repairs done, do you hereby authorize repairs costing up to \$50.00? (In the unlikely event that the cost of repair exceeds \$50.00, we will contact you for authorization. Product w/o repair authorization will be returned after 30 days) YES NO

A return shipping and handling fee will apply to all warranty service.

This product is under warranty. Enclosed is \$10 to partially Please include a copy of the original purchase receipt. Without a receipt, warranty repairs cannot be guaranteed.

This product is not under warranty. Please repair and return immediately and call only if repair cost is 50% of the retail value of the product or exceeds \$100.00.

This product is not under warranty. Please phone with an estimate if the repair cost for this product is over

Please note all warranty services will incur a shipping and handling fee of \$10.00.

DIAGNOSTIC FEE EXPLANATION

- We charge \$40 for a diagnostic fee that applies to all non-warranty repairs.
- Our diagnostic fee is non-refundable if you choose not to repair your product.
- Our diagnostic fee will be applied to your repair if you choose to repair your product.

BILLING INFORMATION CC Number:

_____ Expiration Date:
_____ CCV (last 3 digits on back of card): _____ Billing address (if different from
above): _____ Name
on card: _____ Signature:
_____ Please, choose a shipment
method that allows tracking and delivery confirmation (UPS, FedEx, or Postal Service with deli

If any item arrives to you damaged due to shipping,
immediately contact UPS. Keep all shipping cartons,
and email Sales@PixController.com